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# State of New Hampshire

DEPARTMENT OF SAFETY  
OFFICE OF THE COMMISSIONER  
33 HAZEN DR. CONCORD, NH 03305  
603/271-2791

JOHN J. BARTHELMES  
COMMISSIONER

October 27, 2014

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

## Requested Action

Authorize the acceptance of the Department of Safety's Annual Report for the period July 1, 2012 through June 30, 2013 as required by RSA 20:7. Effective upon Governor and Council approval.

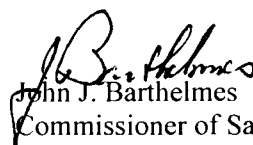
## Explanation

Attached please find copies of the Department of Safety's Annual Report for the 2013 Fiscal Year as required by law. In the report, you will find a section for each Division outlining the mission and accomplishments of each.

The submission of the 2013 Annual Report is late due to several unforeseen circumstances. Our veteran public information officer, whose duties included the coordination and preparation of the annual reports, retired and the position remained vacant for more than a year. In addition, the Business Office experienced a turnover of several key positions, further delaying the development of the report.

We sincerely regret this delay and resulting inconvenience. At this time, we are completing the Annual Report for the 2014 Fiscal Year and will submit it shortly.

Respectfully submitted,

  
John J. Barthelmes  
Commissioner of Safety

# TITLE I

## THE STATE AND ITS GOVERNMENT

### CHAPTER 20

#### PUBLICATION AND DISTRIBUTION OF BILLS, JOINT RESOLUTIONS, LEGISLATIVE MANUAL, STATUTES, JOURNALS, AND REPORTS

##### Section 20:7

**20:7 Issuance of Reports.** – The following agency reports shall be issued annually: secretary of state, state treasurer, bank commissioner, insurance commissioner, division of personnel, commissioner of revenue administration, lottery commission, racing and charitable gaming commission, liquor commission, department of transportation, department of environmental services, department of safety, adult parole board, and the board of trustees of the state colleges and university. All other reports shall be issued biennially. All reports shall cover periods ending on June 30, and be submitted to the governor and council, the speaker of the house of representatives, and the senate president by October 1. Biennial reports shall cover periods ending in odd-numbered years.

**Source.** 1895, 32:1. 1919, 3:6. PL 5:7. RL 10:7. RSA 20:7. 1973, 140:1; 544:8. 1986, 12:4, I. 1989, 339:5. 2004, 97:8. 2008, 25:1, eff. July 11, 2008; 358:1, eff. Sept. 9, 2008.

State of New Hampshire

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**DEPARTMENT  
OF  
SAFETY**

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ANNUAL REPORT  
Fiscal Year July 1, 2012- June 30, 2013





**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF SAFETY**

**John J. Barthelmes  
Commissioner**

**ANNUAL REPORT**

**For the period  
July 1, 2012 through June 30, 2013**

**Margaret Hassan  
Governor**

**Executive Councilors**

**Raymond S. Burton  
First District**

**Colin Van Ostern  
Second District**

**Christopher T. Sununu  
Third District**

**Christopher C. Pappas  
Fourth District**

**Debora B. Pignatelli  
Fifth District**

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## IN MEMORIAM



The leadership and employees of the Department of Safety join members of the three branches of New Hampshire's State Government, both active and retired, and the citizens of Council District One in mourning the loss of Councilor Raymond S. Burton.

Councilor Burton was more than deserving of all the accolades he received during his lifetime and at the time of his death. He served the State of New Hampshire and the people of District One with distinction and set the bar for honesty, dedication, and constituent service. He advocated strongly for the people of his district and did more than any other single individual to promote the economy of his beloved North Country.

As a Councilor he always took an active interest in anything that would benefit his fellow District One residents. He on a statewide basis carried out the mission of the Executive Council, and especially carefully scrutinized the appointment of individuals to high government positions and ensured that the government contracting process was carried out with honesty and fairness and provided the proper balance of quality and pricing of goods and services procured so that citizens and government employees received the best value for the money. Councilor Burton also took a personal interest in the plight of any citizen who had a problem that only the government could help resolve.

Ray will be truly missed. He set the bar.



JOHN J. BARTHELMES  
COMMISSIONER OF SAFETY

## State of New Hampshire

DEPARTMENT OF SAFETY  
JAMES H. HAYES BLDG. 33 HAZEN DR.  
CONCORD, N.H. 03305  
603/271-2559

EARL M. SWEENEY  
ASSISTANT COMMISSIONER

June 24, 2014

Her Excellency, Margaret Hassan  
And the Honorable Council  
State House  
Concord, NH 03301

Dear Governor Hassan and Honorable Councilors:


I am pleased to submit herewith the Annual Report for the Department of Safety covering the period of July 1, 2012 through June 30, 2013.

On my behalf and that of our management personnel and the dedicated men and women of the Department of Safety who serve our citizens statewide around the clock, I express for all of us a sincere appreciation to you, Governor Hassan, and the five Councilors and the 424 State Legislators in the General Court for your support.

I also extend grateful appreciation to all of our Department of Safety employees who, through their hard work, have made possible the many successes documented in this Annual Report.

I also wish to recognize all the county and local emergency personnel and the local city and town clerks and their employees who serve as Municipal agents for the Department for their continued cooperation and their commitment to public service.

Respectfully submitted,

  
John J. Barthelmes  
Commissioner

TDD ACCESS: RELAY NH 1-800-735-2964





John J. Barthelmes was sworn in by Governor John H. Lynch as Commissioner of Safety on April 6, 2007.

Commissioner Barthelmes is a life-long law enforcement officer. He began his career in 1976 as a state trooper assigned to patrol duty at Troop F in northern New Hampshire. In 1983 he was promoted to sergeant and assigned to the Major Crime Unit as an investigator. In 1989 he was promoted to lieutenant in command of the Major Crime Unit.

In 1993 Commissioner Barthelmes was named captain and commander of the Investigative Services Bureau, in charge of the Narcotics Investigative Unit, Special Investigations Unit, Major Crime Unit, Missing Persons Section, Auto Theft Section, Criminal Intelligence Section and the State Police Forensic Laboratory.

Governor Steven E. Merrill appointed Commissioner Barthelmes Colonel of State Police in 1996. He was subsequently reappointed by Governor Jeanne Shaheen.

In 1999 Commissioner Barthelmes left state service to join the New England High Intensity Drug Trafficking Area, based in Methuen, Massachusetts, a federal effort to coordinate drug enforcement in the region. He was deputy director and then director of that program.

Commissioner Barthelmes is a 1975 graduate of the University of Massachusetts, with a B.A. in psychology, and a 1993 graduate of the FBI Academy in Quantico, VA.

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**DEPARTMENT OF SAFETY  
APPOINTED OFFICIALS  
2013**

***Commissioner***

John J. Barthelmes

***Assistant Commissioner***

Earl M. Sweeney

***Chief of Policy and Planning***

Kevin P. O'Brien

***Director of Administration***

John T. Beardmore

***Director of Motor Vehicles***

Richard C. Bailey, Jr.

***Director of State Police***

Colonel Robert L. Quinn

***Director of Homeland Security and Emergency Management***

Christopher M. Pope

***Director of Emergency Services***

Bruce G. Cheney, ENP

***Director of Fire Standards and Training &  
Emergency Medical Services***

Perry E. Plummer

***Director of Fire Safety***

J. William Degnan, State Fire Marshal

# OFFICE OF THE COMMISSIONER

## FY ANNUAL REPORT 2013



### Mission Statement:

The multi-faceted mission of the Department of Safety encompasses protection of the lives and safety and preservation of the quality of life of New Hampshire citizens and visitors to our state on the highways, on the waterways, and in their homes and businesses. We enforce motor vehicle and highway safety laws, criminal laws, commercial vehicle regulations, fire safety, building and safety laws and regulations, and boating safety laws and rules. We also provide enhanced 911 emergency communications statewide, and are responsible for homeland security and emergency management activities.

The Department of Safety is the third largest department of state government, with 1,508 full-time and 192 part-time employees – both uniformed and civilian – deployed throughout the state.

The Department affects the lives of all New Hampshire residents by enforcing criminal, motor vehicle and boating laws, and providing for fire safety, emergency communications and disaster planning.

The Department was established by the N.H. General Court in 1961. It originally consisted of divisions of State Police, Motor Vehicles and Safety Services.

Currently the Department is made up of seven Divisions: **Administration, State Police, Motor Vehicles, Fire Safety, Fire Standards and Training and Emergency Medical Services, and Homeland Security and Emergency Management.**

The activities of each of the divisions are described in separate chapters of this report.

### COMMISSIONER'S OFFICE

The Commissioner of Safety is appointed by the Governor and confirmed by the Executive Council to provide executive leadership and direction to the Department.

The Commissioner and Assistant Commissioner serve co-terminus four-year terms.

The Commissioner's Office is made up of the Commissioner, Assistant Commissioner and the Chief of Policy and Planning. All seven divisions report directly to the Commissioner.

The Bureau of Hearings and the Grants Management Unit report to the Assistant Commissioner, who also serves as the Department's liaison to the N.H. General Court. More than 600 bills that affect public safety are filed in the Legislature in a typical year.

The Chief of Policy and Planning is a member of the Governor's Collective



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# OFFICE OF THE COMMISSIONER

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Bargaining Team for Management. The Information Technology liaison and the Public Information function are also the responsibility of the Chief of Policy and Planning.

Also under the Commissioner's Office is the Department of Safety's Information and Analysis Center, reporting to the Assistant Commissioner.

### BUREAU OF HEARINGS

The Bureau of Hearings, established by RSA 21-P:13, is comprised of four units: Administrative Adjudication (Hearings), Criminal Prosecution, Litigation, and the Motor Vehicle Industry Board. To ensure that the bureau's decisions are made in a fair and impartial manner, it is a separate bureau, and therefore, not attached to another division. Also, it is overseen by a classified administrator rather than an appointed director who serves for a fixed term. It is responsible for conducting administrative hearings, criminal prosecution in select circuit courts, litigation of hearings appeals, and staffing hearings of the New Hampshire Motor Vehicle Industry Board (NHMVIB).

The bureau is managed by the Administrator of Hearings, who also chairs the NHMVIB and oversees Prosecution, and the Chief Hearings Examiner who acts as the litigation attorney. Thanks to a generous grant from the NH Highway Safety Agency, the bureau holds some hearings by video tele-conference. This allows individuals to participate in hearings online by use of a computer and web camera. This has saved tremendous amounts of travel time and expense for individuals required to appear at hearings. In many cases, this has given eligible citizens earlier restoration of their driving privileges. Moreover, this program has saved police officers many hours and the expense of driving to Concord, which has resulted in more available patrol hours for those officers, and therefore, less expense to New Hampshire's police agencies. In addition, bureau attorneys provide legal training in a variety of settings. The Bureau Administrator conducted training with NH Circuit Court judges concerning implementation of the new law for alcohol counseling programs for people convicted of driving while impaired which became effective on January 1, 2013. Moreover, the administrator regularly lectures at training programs at the New Hampshire Police Standards and Training Council and for NH Public Defenders, prosecutors, and private attorneys on administrative hearing procedures, as well as at the monthly inspection mechanic school conducted by the Division of Motor Vehicles and State Police.



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### CRIMINAL PROSECUTION UNIT

The unit is comprised of 4 attorneys and 3 paralegals. The unit prosecutes criminal cases in select circuit courts for the State Police and other Department of Safety law enforcement agencies. The unit prosecutes the trial of misdemeanor cases in 18 of the state's busiest circuit courts in the State Police, Troop A, B & D regions. In each of those regions there is one attorney prosecutor and one paralegal. The 4th attorney is responsible for prosecuting cases in Troops C, E and F. The unit also provides legal training and other legal assistance to the department's law enforcement agencies. The unit prosecutes thousands of criminal complaints per year. In FY 13, the unit disposed of 2,507 charges involving 1,237 defendants. These convictions generated fines plus penalty assessments in the amount of approximately \$480,744, an amount demonstrating that professionally prosecuted cases result in meaningful penalties which will have a significant deterrent effect.

Of these cases, 536 were for driving while under the influence, 115 for aggravated driving while under the influence, and 102 for driving while under the influence second offense or greater. Thus, a large number of the cases prosecuted involve impaired driving, a significant problem that presents a significant threat to public safety.

Finally, prosecutors provide training to State Police on a variety of issues including search and seizure, DWI enforcement and prosecution including sobriety checkpoints and ignition interlock monitoring, domestic violence, filing and amending complaints, direct and cross examination, court rules, and the N.H. court system.

The unit is committed to providing quality prosecutorial services to all of the department's law enforcement agencies. In the coming months the unit will continue with implementation of the "Prosecutor by Karpel" case management system. This will increase efficiency and provide information to allow the department to determine how to best deploy limited resources and to track case sentences. This system is in use in most New Hampshire County Attorney's offices and in scores of prosecution offices throughout the nation.

### ADMINISTRATIVE ADJUDICATION (HEARINGS) UNIT

Seven attorneys serving as hearings examiners conduct all administrative hearings for the Department, covering the entire State of New Hampshire. Hearings are open to the public. The unit is supervised by the Chief Hearings Examiner, with the support of nine assistants. Hearings are conducted



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informally in an office setting and are based on a preponderance of the evidence standard.

The due process clauses of the N.H. and federal constitutions entitle citizens to hearings to review the loss of an important privilege, such as a driver's license. The majority of hearings involve the suspension or restoration of driver's licenses. An individual with too many motor vehicle convictions is subject to suspension for demerit points. The accumulation of serious motor vehicle convictions will subject a license holder to mandatory habitual offender certification with an associated license suspension for a term of one to four years. Also, under the implied consent law, individuals found driving while impaired by alcohol or drugs who refuse a chemical test or test over the legal limit are subject to mandatory license suspension. A substantial number of hearings are scheduled in order to implement the regulations relating to Commercial Driver's License (CDL) holders. This is a particularly important area of public safety that is monitored closely by the United States Department of Transportation. Finally, drivers under age 20 convicted of motor vehicle infractions are subject to license suspension under the original license suspension law.

Hearings also involve subjects besides driving. The scope of hearings is vast, and the bureau holds hearings involving all areas that are regulated by the department. Some examples are inspection station, mechanic, and automobile dealer license suspension, abandoned vehicle and towing issues, security guard licensing and suspension, fireworks and explosives licensing and suspension, and the regulation of specified public waterways. An individual may appeal the hearings examiner's decision to the Superior Court in most instances, and to the Supreme Court in all others. On appeal, the court does not conduct a new hearing but reviews the written record for errors of law.

After the conclusion of each hearing, the hearings examiner provides a written report with findings of fact and rulings of law and, in complex matters, a legal analysis supporting those findings. Some reports are provided to the person at the conclusion of the hearing and, in more complex cases, the reports are completed within 30 business days after the hearing. During FY13, the bureau completed 13,373 hearings. Of those, 838 were held by video teleconference. Also, out of 977 habitual offender certification

hearings, 395 of those individuals were served with their hearing documents in Concord rather than having a trooper serve them at their homes or places of work. This represents a substantial savings in trooper time and a much more efficient process than had been in place previously. This new process was



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implemented following a “LEAN” program completed with State Police and continues to be a tremendous success.

Moreover, several laws were passed during the 2013 legislative session that will modify the authority of the bureau and provide hearings examiners with additional authority to effect positive change. Senate Bill 20 amended RSA 265-A:37 to allow the department to conduct hearings to determine whether to extend an ignition interlock order for an extra year each time a person with an interlock fails the breath test by having an alcohol concentration of greater than .02. Moreover, Senate Bill 13 was enacted to clarify RSA 21-P:13-II by establishing that the bureau has the legal authority to conduct all hearings for the Department of Safety, thereby implementing hearing authority granted by various laws that have been passed over time.

A new section to the ignition interlock laws, RSA 265-A:36-a, to allow the Commissioner of Safety to require the installation of an ignition interlock as a condition of license reinstatement where doing so will enhance public safety, became effective on January 1, 2013. Since that time, more than 100 hearings in that area have been held which has resulted in the interlock device being installed in many more vehicles than otherwise would have occurred. This has enhanced public safety.

Finally, with the hiring of an ignition interlock coordinator at the Division of Motor Vehicles, those violating the ignition interlock law by failing the required breath test have been ordered to attend hearings to determine whether a license suspension should be ordered, the interlock order extended, or other appropriate sanctions imposed. This additional monitoring of the ignition interlock programs will decrease impaired driving, and address problem drivers in a more vigilant manner than has occurred previously.

### LITIGATION UNIT

An attorney is responsible for representing the department in the N.H. Superior Courts in the appeal of administrative hearing decisions. Currently, the Chief Hearings Examiner handles appeals with the help of a legal assistant. This entails the preparation of comprehensive legal briefs and arguing cases in court. A summary of all cases decided is online in the compendium of cases on the Bureau of Hearings section of the department's web site. As of September, 2013, 24 appeal cases have been completed in calendar year 2013, an increase of 9 cases more than the same period in 2012.





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### NEW HAMPSHIRE MOTOR VEHICLE INDUSTRY BOARD

The NHMVIB is responsible for resolving disputes between motor vehicle dealers, manufacturers and distributors. Established by RSA 357-C for the enforcement of the provisions of that chapter, the board is comprised of 6 individuals with expertise in the automobile business. In order to ensure fairness, they may not, however, have a current financial interest, or work in the industry while serving. Members are appointed by the Governor and Executive Council for 4 year terms. Moreover, members are chosen from different areas of the state in an attempt to create a geographic balance of membership.

The board is one of several operated under the authority of the Commissioner of Safety, who acts as the chair of the board or designates a chair from among the members. Currently, the Administrator of Hearings is designated by the Commissioner to act as the board's chair. A legal assistant in the bureau acts as the board's clerk.

The board holds public meetings and conducts hearings based on requests submitted by automobile dealers, distributors or manufacturers. Board hearings, like administrative hearings, are open to the public and are conducted based on statutory law and the board's administrative rules. The board issues written decisions, which may be appealed to the Superior Court, and thereafter, to the Supreme Court. In FY 13, although no new cases were filed, the board held hearings in a prior case that is scheduled for final hearing in November, 2013.

### GRANTS MANAGEMENT UNIT

The Grants Management Unit (GMU) is responsible for searching for, applying for, administering and reporting on federal grants, congressional earmarks, and other sources of funding for the Department of Safety. It also handles audit preparation for the majority of these Federal and State projects.

The unit currently has 5.0 full time equivalent positions. One position is vacant due to retirement. In addition to grants for all divisions of the Department, the Grants Management Unit handles the majority of pass-through federal grants for cities, towns and counties from the U.S. Department of Homeland/FEMA (DHS-FEMA).

The J-One information sharing project for local law enforcement information sharing continues to make progress. This project is linking local and State law enforcement, Corrections, the Courts, and parole officers to allow for secure exchange of critical, up to date information in an electronic format.

The GMU is administering the majority of Federal Motor Carrier grant funds on



# OFFICE OF THE COMMISSIONER

## FY ANNUAL REPORT 2013

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behalf of the State Police. These grants buttress commercial vehicle enforcement and related safety initiatives statewide. These grants total over \$1.19 million annually.

The GMU has managed \$115 million in various federal funding sources over the past 11 years. Currently, approximately \$29 million in grants are in the active administration phases on behalf of the department and various Statewide stakeholders. These grants provide equipment for local and State first responders, and targeted funds for overtime patrols, commercial vehicle inspections, and various forms of interoperability, Information and Analysis Center support. The Homeland Grants, in particular, are primarily directed to potential high-threat target areas for chemical, biological, radiological, nuclear, explosive (CBRNE) threats at the County and local level. Other grants support disaster drills, active shooter training, and first responder training statewide. Federal grants are also being used to improve New Hampshire's all-hazards emergency preparedness. This includes increased capacity to respond to hazardous materials incidents, active shooter localized terrorism events, with an emphasis on LE response, medical surge and mass prophylaxis capabilities, intelligence gathering and information sharing, and infrastructure protection and disaster preparedness. In 2012/13, there has been a major re-prioritization of funding in the Homeland grant, which is providing up to \$4 million in training for local responders allowing us to train more than 1,600 responders in the State. It has turned \$3.7 million of overtime and backfill back to the cities and towns; awarded \$371,000 in direct local grants to hazardous materials teams; procured \$355,000 in equipment to directly train local first responders in these classes; paid over \$400,000 for part-time instructors along with their benefits and travel. It has overseen the distribution \$4.2 million in new portable radios to local and County law enforcement as well as State police, with more than 1,700 portable radios distributed. This radio project is the first major statewide Law Enforcement portable radio upgrade in over a decade. A group of local and county law officials partnered with us to specify, and select, the radios.

A major objective of the Grants Management Unit is to fiscally and administratively support communications interoperability among public safety agencies, increasing the ability of first responders from different agencies and disciplines to talk to each other by radio during emergencies. Since Homeland Security grants to the state and local governments began in 2003, New Hampshire has received a total of nearly \$105 million. Eighty percent of these funds went to local first responders. The GMU also led grant writing of the new NTIA (The National Telecommunications and Information Association, located within the



## **OFFICE OF THE COMMISSIONER FY ANNUAL REPORT 2013**

Department of Commerce), Public Safety Broadband Planning Grant (\$1 million) in the past year, and secured new Sex Offender registry money from US Department of Justice.

### **LEGAL UNIT**

The Legal Unit is comprised of two attorneys assigned to the Commissioner's Office. It is responsible for providing legal services to all divisions and programs within the Department of Safety. The staff also assists the N.H. Department of Justice in litigation in which the Department of Safety is involved.

The duties of the Legal Unit include advising management on the legal issues concerning policy and procedures, administrative rulemaking, operations, personnel issues, labor-management issues, contracts, civil liability, intergovernment agreements, Right-to-Know requests and other issues.

The Legal Unit is also charged with representing the Department in administrative and certain judicial proceedings.

### **PUBLIC INFORMATION**

The Public Information function coordinates the flow of information to the public and news media on Department of Safety policies and activities.

Responsibilities include the preparation and distribution of news releases; development, design, writing and editing of a variety of publications and other department materials, serving as informational tools to the public, and dissemination of prepared materials via the Internet.

Public Information also monitors the news media and assists news organizations during incidents and emergencies. It develops communication strategies for promoting public safety in New Hampshire.

### **BUILDING CODE REVIEW BOARD**

The Assistant Commissioner's secretary provides secretarial services to the Building Code Review Board, whose chair is appointed by the Commissioner, and also to the Department's Labor/Management Committee, and to the Private Investigator and Security guard Advisory Committee. This includes recording and transcribing the minutes of their meetings and assisting with correspondence and filing.



# OFFICE OF THE COMMISSIONER INFORMATION & ANALYSIS CENTER



## Mission Statement:

To provide an integrated, all-crimes/all-hazards, information sharing network to collect, analyze and disseminate information derived from multiple sources to stakeholders in a timely manner, in an effort to protect the citizens and the critical infrastructure of New Hampshire, while ensuring the protection of civil rights and civil liberties.

## INFORMATION & ANALYSIS CENTER

The New Hampshire Information and Analysis Center (NHIAC) is a clearinghouse for information and intelligence on natural and human-caused threats to the State of New Hampshire, its people, infrastructure, and environment. Its goal is to function as a focal point of two-way communication among all its public safety, emergency management, and private sector partners.

The center was created by legislation passed in May 2010. It began operations in August of that year. It is a cooperative effort between the Divisions of State Police and Homeland Security and Emergency Management under the oversight of the NH Department of Safety. The center is housed at the Incident Planning and Operations Center on the grounds of the NH Fire Academy.

The center monitors information from a variety of open and classified sources. Information and intelligence that is obtained by NHIAC personnel, whether through proactive efforts or the flow of information into the center, is evaluated and analyzed to determine if it is an indication of possible terrorist or other illegal activity, and/or a threat (natural or human-caused) to the citizens or infrastructure of New Hampshire. The information is then shared in the form of alerts, warnings, notifications, and situational awareness reports with the appropriate law enforcement, emergency management, critical infrastructure, or private sector organizations. The intent is to prevent activity that would threaten the safety and security of the citizens and critical infrastructure of New Hampshire, while ensuring compliance with the guidelines set forth within 28 CFR Part 23 of the Code of Federal Regulations and New Hampshire statute RSA Chapter 651-F.

| FY 2013 NHIAC Statistics                  |           |
|---|-----------|
| Information Sharing Agreements            | 394 Total |
| All Hazards                               | 151       |
| Law Enforcement                           | 243       |
| NHIAC Bulletins Disseminated              | 518       |
| NHIAC Special Event Assessments           | 5         |
| Requests for Service Received & Processed | 1,821     |

OFFICE OF THE COMMISSIONER



# OFFICE OF THE COMMISSIONER INFORMATION & ANALYSIS CENTER

## INTELLIGENCE/INFORMATION LIASON

We maintain links to local, state and federal agencies throughout the nation and world, including the Department of Homeland Security Office of Intelligence and Analysis, the United States Attorney's Anti-Terrorism Advisory Council (ATAC), the FBI's New Hampshire Joint Terrorism Task Force (JTTF), and INTERPOL. A trooper from the State Police Terrorism-Intelligence Unit is assigned to the FBI's New Hampshire JTTF and serves as the liaison with the center. The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity within the state.

In addition to maintaining links with the above agencies, the NHIAC is also the state's liaison with nationwide information/intelligence sharing portals, including the Homeland Security Intelligence Network (HSIN), and the Nationwide Suspicious Activity Reporting (SAR) Initiative in conjunction with FBI's eGuardian portal. The HSIN portal communications system delivers real-time interactive connectivity among state and local partners and with the DHS Homeland Security Operations Center. The NSI portal serves as a system of sharing vetted suspicious activity reports related to terrorism to the appropriate agencies for follow-up, analysis, and possible further investigation if deemed necessary. The NSI portal works in conjunction with FBI's eGuardian portal for suspicious activity reporting.

## INFORMATION DISSEMINATION

At present, the NHIAC provides critical terrorist/criminal updates and officer safety and all hazards information to approximately 394 federal, state, county and local public safety and private sector agencies through an Internet based e-mail system. Products are disseminated to appropriate stakeholders on a need-to-know basis. The NHIAC is also integrated into the national network of 78 fusion centers, which have the capability to share information horizontally and vertically with partners at the local, state, tribal, and federal levels.

In fiscal year 2013, we disseminated 518 intelligence, officer safety, and situational awareness bulletins to stakeholders through this system. The bulletin dissemination methods employed were streamlined to provide information in more comprehensive products disseminated on a weekly basis (Law Enforcement bulletins) and a bi-weekly basis (All-Hazards bulletins) rather than multiple products throughout the week.

This process has increased the efficiency of information sharing and reduces the number of emails received by stakeholders in the field (i.e. police officers & firefighters). Special bulletins of a time-sensitive nature are disseminated as needed.



# OFFICE OF THE COMMISSIONER INFORMATION & ANALYSIS CENTER

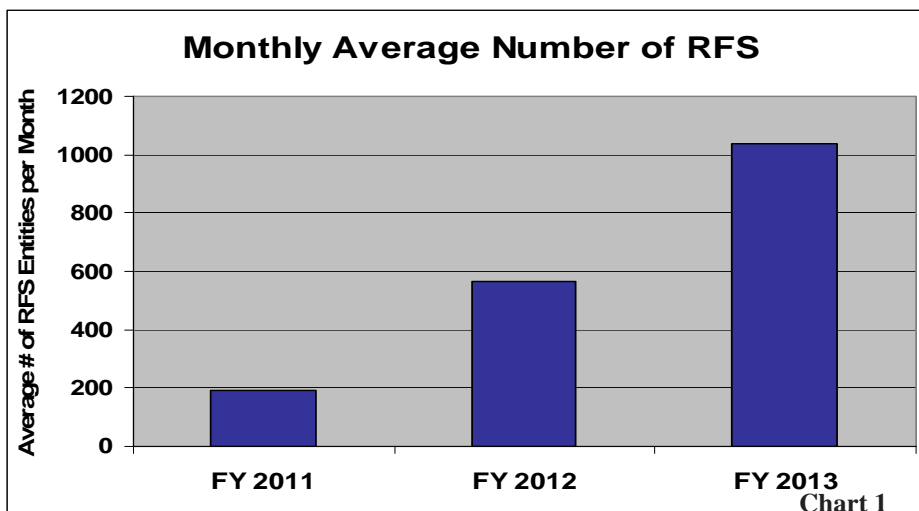
During fiscal year 2013 the NHIAC also produced 5 special event assessments. Going forward, we will be conducting additional outreach to agencies in communities with large scale special events, or events of special significance, to conduct in depth event assessments and provide a finished actionable product to appropriate stakeholders prior to the event. These products are intended to assist officials involved in event security planning with providing a safe and secure event environment for all attendees and/or participants.

## REQUESTS FOR SERVICE

One of our primary missions is responding to requests for service (RFS) from local, state, county, and federal agencies. The majority of the requests for service are in the form of case support for law enforcement investigations. Depending on the type of investigation, the case support provided by analysts may require days, weeks, and sometimes months to complete.

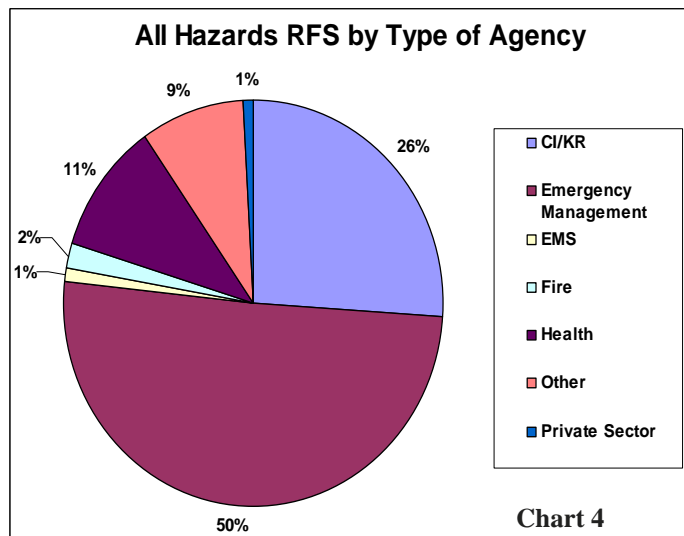
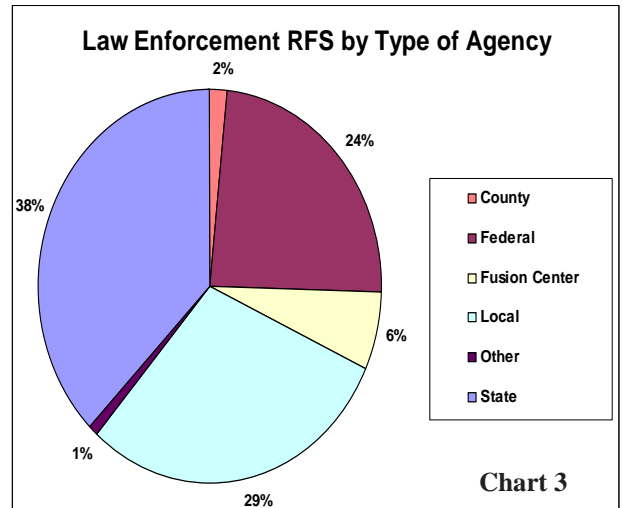
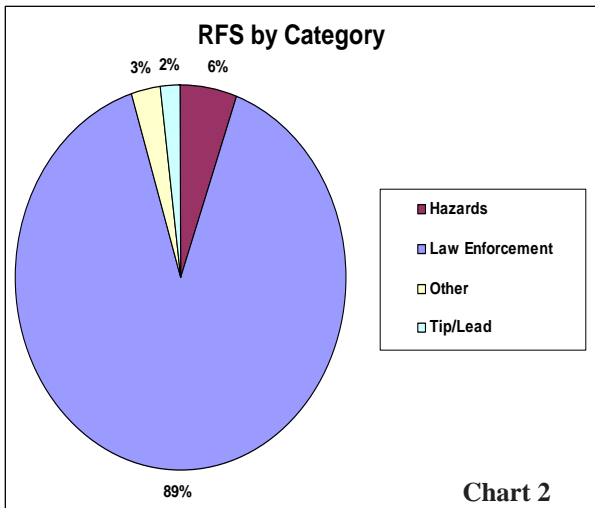
All Hazards requests for service are most often in the form of information dissemination and support to Critical Infrastructure and Key Resources (CI/KR) in New Hampshire.

In FY 2013, we responded to 1,821 requests for service in reference to 12,442 entities.



# OFFICE OF THE COMMISSIONER INFORMATION & ANALYSIS CENTER

Requests for service are broken down into categories based on the type of incident (see chart 2), and the type of agency requesting support. The two main categories, Law Enforcement requests and All Hazards requests, are broken down further by the type of agency requesting support (see chart 3 and 4, respectively).



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OFFICE OF THE COMMISSIONER

## CRITICAL INFRASTRUCTURE/KEY RESOURCES PROTECTION

One NHIAC analyst is assigned to work with the State Critical Infrastructure Protection Program (SCIPP). The SCIPP includes maintaining and updating the state critical infrastructure list, performing site assessments, recording and entering information collected into databases according to Protected Critical Infrastructure Information requirements, and outreach to infrastructure owner/operators in the public and private sectors. An analyst works very closely on these endeavors with the Department of Health and Human Services Protective Security Advisor assigned to New Hampshire. The ultimate goal is to enhance resiliency of all NH Critical Infrastructure and Key Resources.

## REGIONAL INFORMATION SHARING

The NHIAC participates in a biweekly electronic chat session and telephone conference call with 14 Fusion Centers located in the Northeast Region of the United States. This chat and conference call keeps the intelligence analysts informed about terrorism, criminal, and all-hazards issues being observed throughout the Northeast region.

## PROTECTING CIVIL RIGHTS and CIVIL LIBERTIES

We take extremely seriously both our statutory and our moral obligation to ensure that any criminal or terrorism intelligence information received is subjected to a stringent verification process before it is disseminated or entered into a database. We ensure that there is a criminal predicate involved, and that the information is reevaluated periodically and deleted when it becomes stale or has been proven not to be useful.

Activities are guided in this regard not only by the provisions of 28 CFR Part 23, but also by RSA Chapter 651-F, New Hampshire's more stringent personal privacy statute. Whichever statute provides the most protection for personal privacy in a particular case is the one that takes precedence. The NHIAC has also adopted its own privacy policy which is available on the NHIAC website.

Oversight of the NHIAC is provided by the Assistant Commissioner of the Department of Safety, the Advisory Council on Emergency Preparedness and Security (ACEPS) and its Intelligence Subcommittee, and periodic briefings to a group of individuals consisting of legislative representatives and representatives of the Attorney General's office and the New Hampshire Branch of the American Civil Liberties Union. In addition, the Assistant Commissioner conducts an annual in-depth review of the NHIAC to verify its compliance with the statutes and regulations that govern its operations.





# OFFICE OF THE COMMISSIONER INFORMATION & ANALYSIS CENTER

## SIGNIFICANT EVENTS

Beginning in April 2013, we were involved in a supporting role for the investigation into the Boston Marathon bombings that occurred on April 15<sup>th</sup>. The NHIAC provided support to the Commonwealth Fusion Center (CFC), which is the state designated fusion center for Massachusetts, the Boston Regional Intelligence Center (BRIC) and the FBI. Beginning on the 19<sup>th</sup> of April the NHIAC was activated as a 24/7 center and dedicated resources and personnel to the bombing investigation until the manhunt for the remaining bombing suspect was complete. Following the capture of the remaining suspect, the NHIAC continued to be involved in a supporting role providing case support as needed to investigators.

During fiscal year 2013, the NHIAC was involved in a supporting role for the Hepatitis C Outbreak involving a former employee of Exeter Hospital. The NHIAC primarily served as a source for information dissemination to appropriate public safety and private sector agencies throughout the investigation.

As part of the State Critical Infrastructure Protection Program we have taken steps to enhance assessments of Special Events. In the past the NHIAC has provided special event assessments mostly on a request basis. Over the course of fiscal year 2013, the NHIAC took a more proactive approach to providing special event assessments. We have implemented a Special Events Protection Program, in which we will establish a partnership with event coordinators, facilities managers, local law enforcement, and all state and federal agencies which might be involved in security planning for the event. NHIAC personnel assigned to an event will be involved prior to the event, during the event, and post-event, with the mission of assisting security planners with minimizing the risk of terrorism-related and/or criminal activities and providing a safe and secure event environment for all attendees and participants.

## FUTURE DIRECTIONS/CHALLENGES

The NHIAC will continue to fulfill its mission of serving as the focal point for the collection, analysis and dissemination of information relative to criminal activity, threats (natural or human-caused), or attacks of a terrorist nature, within and against the State of New Hampshire, its citizens, or infrastructure. Specific goals to further this mission are outlined below.



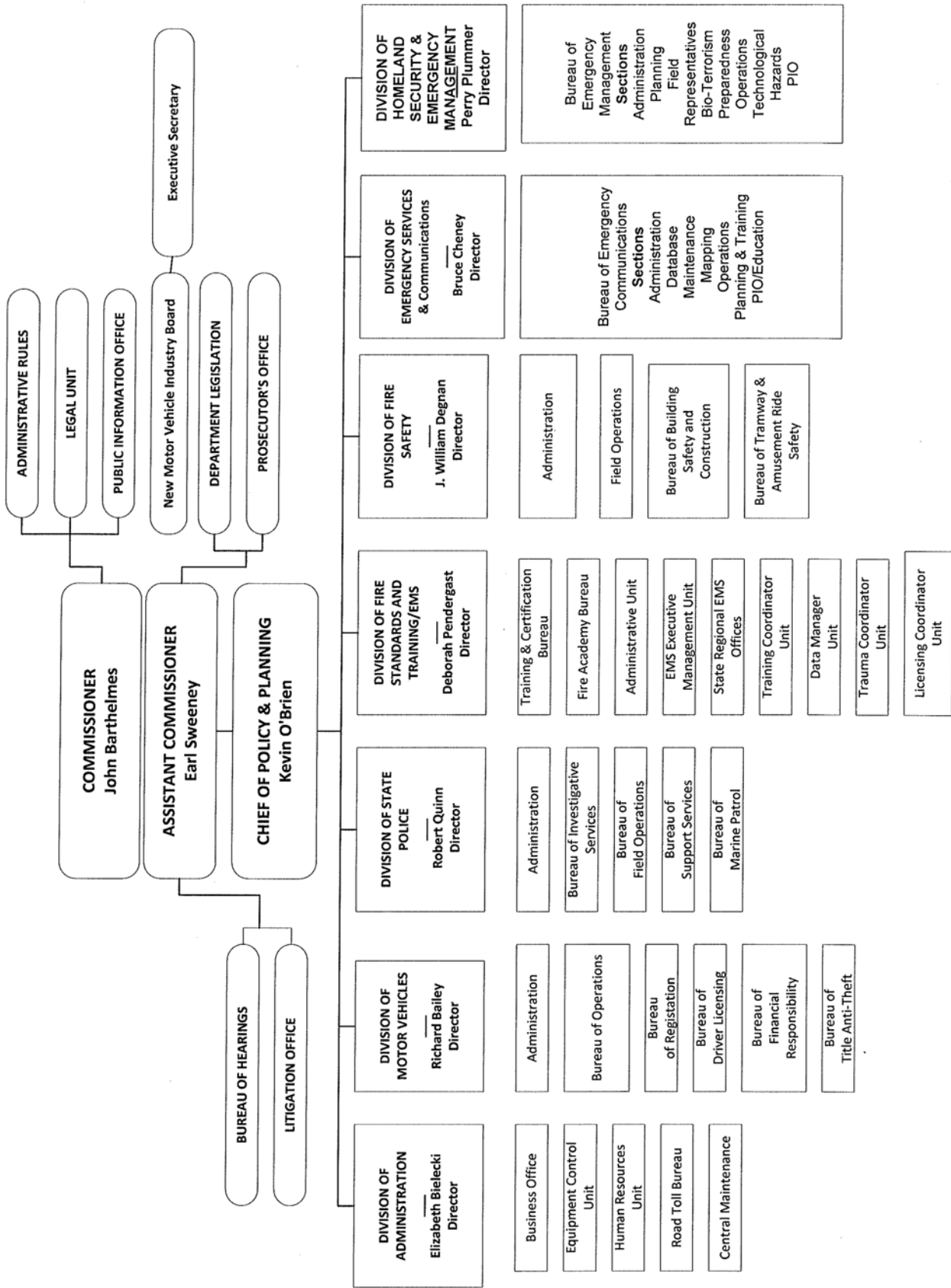
## OFFICE OF THE COMMISSIONER INFORMATION & ANALYSIS CENTER

- The NHIAC will continue to expand its network of public safety and private sector relationships to enhance statewide information sharing relating to natural or human-caused threats to the state and to increase the reporting of suspicious activity and the detection, mitigation and prevention of terrorist acts.
- Now that the New Hampshire Homeland Security Information Network (NH HSIN) is operational, we will continue authorizing IAC partners (public safety, emergency management and private sector) into the system and encouraging new users to access the database as a means for information sharing. NHIAC products will be posted and shared within the NH HSIN community.
- With cyber security continuing to be a major concern in the United States, we will be working to prioritize cyber security within the state of New Hampshire. The NHIAC is working to develop and strengthen relationships with our cyber partners throughout the state in both the public and private sector. In addition to improving our cyber security information sharing network, the NHIAC is seeking out additional cyber security training for its personnel.
- We hope to fill our two vacant analyst positions. One position is a planning analyst with an all-hazards mission. The other position is a new position and is a Geographic Information Systems (GIS) analyst who will be employed by the Division of Emergency Services and Communications, but assigned to the NHIAC.

OFFICE OF THE COMMISSIONER



# NEW HAMPSHIRE DEPARTMENT OF SAFETY ORGANIZATIONAL CHART



# DIVISION OF ADMINISTRATION

## ANNUAL REPORT 2013



### Mission Statement:

The mission of the Division of Administration is to provide the highest quality support services to the Department of Safety and its Divisions in the areas of revenue collection, expenditure reporting, budgets, and assets.

**T**he Division of Administration consists of the Business Office, including Accounts Payable, Accounts Receivable, Human Resources and Payroll; Equipment Control, including the Warehouse, Mail Room, Plate Room, Automotive Garage, and Reprographics; the Road Toll Administration, including Administrative and Audit Bureaus; and the Central Maintenance Unit.

The primary responsibility of the Division of Administration is to provide support for all other Divisions within the Department of Safety. Support activities include the following:

- budget development and management;
- accounting for purchases of goods and services;
- processing of accounts payable and accounts receivable
- human resources for the Department which involves assisting the Divisions with hiring and personnel issues;
- processing of payroll for the Department;
- maintaining control of all fixed assets (both acquisition and disposition);
- maintenance of remote buildings and facilities, and
- maintenance and repair of the Department's fleet of vehicles.

### BUSINESS OFFICE

The Business Office is responsible for coordinating operating and capital budget development, financial management and reporting for the Department of Safety.

The Business Office coordinates and processes all of the Divisions' requests presented to the Governor and Executive Council and the legislative Fiscal Committee for approval. The Business Office provides support to each Division by aiding with the compilation of required documentation, by reviewing the documentation for accuracy, consistency, and adherence to State rules and regulations, and by ensuring these requests are submitted to the Department of Administrative Services in a timely manner.



## DIVISION OF ADMINISTRATION

# DIVISION OF ADMINISTRATION

The Accounts Payable Section processes all Department invoices, requisitions, purchase orders, and encumbrances, and develops intra-agency transfers for warehouse supplies and automotive repairs.

The Accounts Receivable Section is responsible for the receipt of all Departmental revenues and billings. The section processes more than \$300 million annually in highway funds, general funds, and other dedicated funds. The Department of Safety has seen an increase in credit card transactions due to the increase in online services offered to the public. The Business Office supports this endeavor as online services are increased.

The Payroll Section helps to monitor the timecards for all Department of Safety employees in order to ensure accurate payment of wages. The Department employees fall under multiple and differing collective bargaining agreements, sub-agreements, and pay schedules. The Payroll Section ensures that employees receive correct bi-weekly paychecks and leave accruals in accordance with those agreements.

The Human Resource Section is tasked with all HR functions for the Department of Safety's more-than 1,700 full and part-time employees. This includes the coordination of recruitment, appointment, compensation, promotion, transfer, removal, and discipline of classified state employees, managing the background investigation process for sensitive positions, and keeping job descriptions up to date. The Human Resource Section works to administer the employee benefit programs, the new hire orientation process, and continues to expand the efforts of the wellness education program with the help of representatives throughout the Department. The HR section works to properly administer the collective bargaining agreements, personnel rules, and manage FMLA, ADA, USERRA and Workers Compensation programs. In addition, the HR section establishes, maintains and manages personnel records of all Department employees.

### ROAD TOLL ADMINISTRATION

The mission of Road Toll Administration is to collect motor fuel tolls (gasoline and diesel taxes) in the most cost effective manner and achieve the highest level of voluntary compliance with the State of New Hampshire's Motor Vehicle Road Toll Law, primarily through education, audit, and enforcement initiatives.

The Road Toll Administration collects more than \$125 million in Highway Fund revenue including the administration of the Unified Carrier Registration



## DIVISION OF ADMINISTRATION

# Division of Administration

Program. The Road Toll Administration is also responsible for New Hampshire's administration of the International Fuel Tax Agreement (IFTA). IFTA, a multi-jurisdictional agreement, establishes and maintains the concept of one fuel use license, and an administering base jurisdiction for each licensee.

The Road Toll Field Audit Bureau is responsible for auditing the following:

- Motor Fuel Distributor licensees, IFTA licensees, and Motor Fuel & Petroleum Products Transporter licensees.
- International Registration Plan registrants for the Department of Safety's Division of Motor Vehicles.
- Oil Discharge and Pollution Control licensees for the Department of Environmental Services.

### EQUIPMENT CONTROL

Equipment Control includes the following sections: warehouse, mailroom, plate room, and the automotive garage. The warehouse maintains fixed and mobile assets for the Department of Safety, both acquisition and disposition, as well as annual inventory reporting. Mobile asset responsibility includes management and reporting for a fleet of approximately 1,000 vehicles. The warehouse also designs, stores, and distributes forms and printed materials for the Department, and stores and distributes consumable supplies to all Department of Safety locations throughout the State.

The mailroom sorts approximately 1.8 million pieces of incoming mail annually and distributes the mail throughout the Department. The mailroom also processes and mails more than 2 million pieces of outgoing mail annually.

The plate room is responsible for the ordering, receiving and distribution of license plates and validation decals needed to register vehicles. Order fulfillment is made to 224 municipal agents, typically town and city clerks, and 13 remote DMV locations as well as police departments and District Courts throughout the State.

The automotive garage provides repair and maintenance services for Department vehicles. The automotive garage completes approximately 500 state inspections each year, and provides vehicle towing service for the Department and other agencies when available to do so.

Reprographics produces more than 1.4 million documents during the year. The unit also microfilms all documents related to the Division of Motor Vehicles registration, licensing and title transactions.



## DIVISION OF ADMINISTRATION

# DIVISION OF ADMINISTRATION

### CENTRAL MAINTENANCE

Central Maintenance provides 24-hour support for both owned and leased properties utilized by the various Divisions of the Department. Central Maintenance coordinates and oversees building maintenance and renovations ranging from major capital budget construction projects to designing and building office fit ups, to providing landscaping and lawn care services at eight locations during the summer.

Central Maintenance also supervises the maintenance of generators, the acquisition of permits for underground storage tanks, the preventive maintenance of mechanical equipment, and coordinates energy efficiency projects for the Department.

Former Director of the Division of Administration John T. Beardmore accepted a position at another state agency and left the Department in June 2013. The Executive Council approved the nomination of Elizabeth Bielecki as Director of the Division of Administration immediately following the end of the Fiscal Year 2013.



# DIVISION OF ADMINISTRATION

## Department Revenue and Expenditures Fiscal Year 2013

DIVISION OF ADMINISTRATION

| REVENUE*                                     | 6/30/2012            |
|--|----------------------|
| Unrestricted Highway Funds                   | \$228,438,802        |
| Unrestricted General Funds*                  | 13,335,101           |
| Federal Program Funds                        | 31,837,058           |
| Restricted Revenues, Dedicated Funds & Other | 62,419,851           |
| <b>TOTAL REVENUE **</b>                      | <b>\$336,030,813</b> |
| <b>EXPENDITURES</b>                          |                      |
| Permanent Personnel Services                 | \$50,878,013         |
| Special Payments, Overtime and Holiday Pay   | 6,277,745            |
| Current Expense                              | 12,873,621           |
| Transfers OIT                                | 9,204,073            |
| Equipment New/Replacement                    | 5,866,564            |
| Temporary & Temporary Full-Time Services     | 3,308,095            |
| Benefits                                     | 31,699,521           |
| Travel In-State                              | 3,185,075            |
| Grants to State Agencies & Local Communities | 29,670,688           |
| Travel Out of State                          | 189,608              |
| Contracts for Program Services               | 2,989,501            |
| State Match & Admin Costs                    | 1,609,654            |
| Telecommunications                           | 2,395,193            |
| Debt Services                                | 1,879,829            |
| Miscellaneous                                | 8,276,325            |
| Capital Project Expenditures                 | 2,082,500            |
| <b>TOTAL EXPENDITURES</b>                    | <b>\$169,386,005</b> |

\* Source of Revenue and expenditures figures: NH First

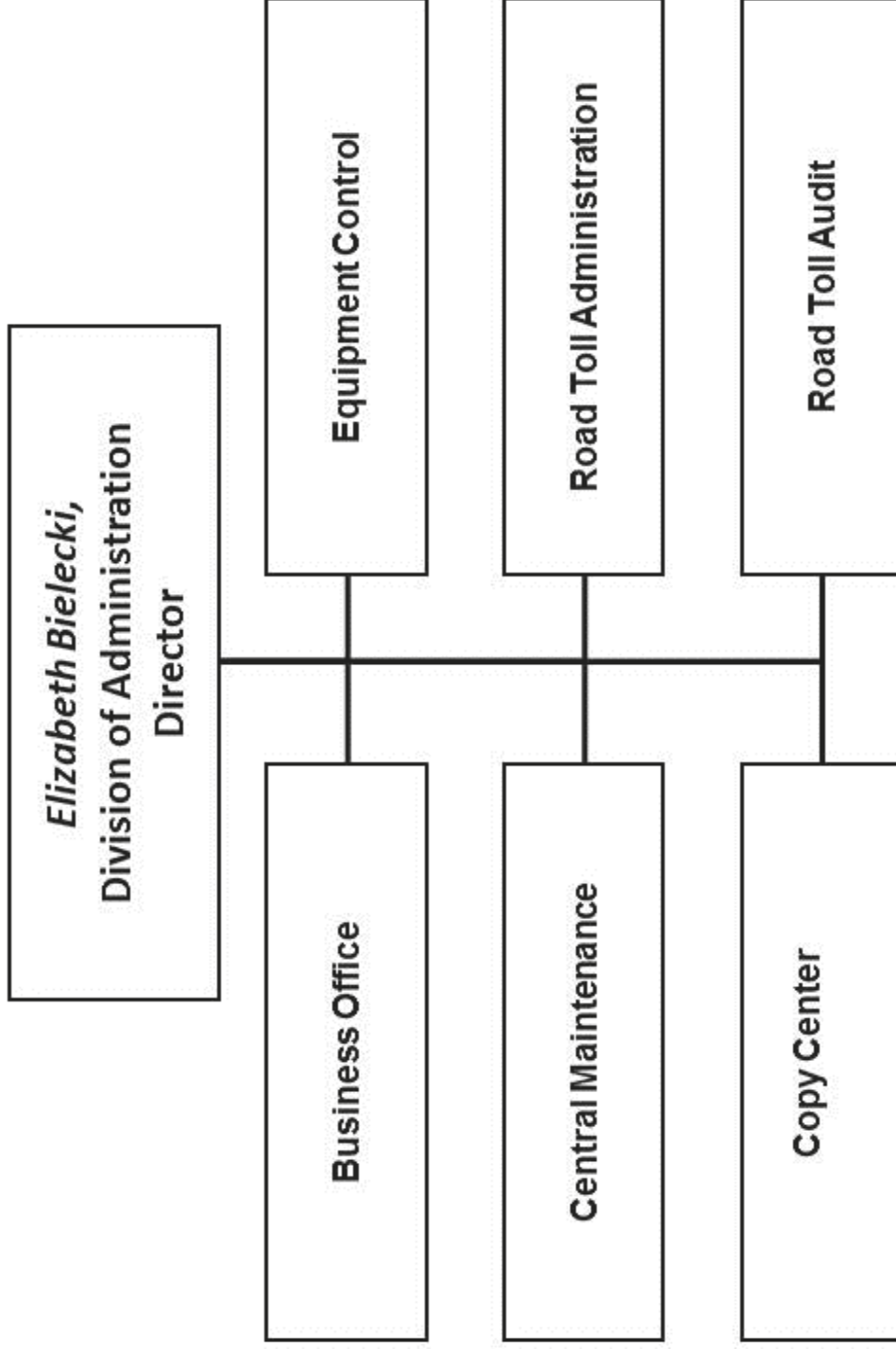
\*\* Unrestricted General Funds includes lapse of the Navigation Safety Fund of \$1,812,339





# Department of Safety

## Division of Administration



# DIVISION OF MOTOR VEHICLES

## DIVISION OF MOTOR VEHICLES



### Mission Statement:

*To enhance public safety on the roadways of New Hampshire by ensuring that our drivers, vehicles, and service providers are properly credentialed and by providing resources for the maintenance of our roadway infrastructures.*

The Division of Motor Vehicles (DMV) oversees motor vehicle and driver regulations for the State of New Hampshire. The DMV enhances traffic safety through five main bureaus: Driver Licensing, Financial Responsibility, Operations, Registration, and Title, along with several smaller sections and units. Detailed information regarding the bureaus, sections and units of the DMV is provided below.

### BUREAU OF DRIVER LICENSING

FY 2013 was a busy year with multiple program changes, including statutes, administrative rules, a commercial driver licensing manual, and the introduction of a new card type (voter ID). Administrative rules Saf-C 1000, Saf-C 1800 and Saf-C 5300 have all been re-written to reflect current statutes and best business practices. The commercial driver licensing manual has been re-written in an effort to reduce the number of pre-trip inspection failures by including a step by step process with new graphics. Extensive efforts have been made during the last year to improve the interactions with applicants by providing information that is clear, concise and easily understood. Since its release, the new DMV website has been a useful tool for the Bureau of Driver Licensing to assist customers prior to visiting a DMV office. As a number of driver licensing personnel are assigned to assist the contact center with customer interaction, direct customer feedback allows us to continually update and change the website to better serve the citizens of New Hampshire.

The Driver Licensing Bureau is staffed by 28 full time and one part time employee located throughout the state. The bureau includes Driver Licensing, Driver Education, and the Motorcycle Rider Education program. The Division of State Police assign 6 Troopers to assist with the commercial licensing examinations. FY 2013 had a passing rate of 77% on all on and off road skills examinations.

The production room staff processes prints and mails all permanent driver licenses and non-driver identification cards; as well as Voter ID's on behalf of the Secretary of State's office.



**BUREAU OF DRIVER LICENSING:  
MOTORCYCLE RIDER EDUCATION PROGRAM**

**CUSTOMER SERVICE IMPROVEMENTS AND ENHANCEMENTS**

The Driver Licensing Bureau assists other bureaus in scheduling their workload by utilizing our road skills examination scheduler system. Licensing Examiners’ work flow can be manipulated by way of scheduling road examinations for specific times of day or entire days so they are able to assist the Bureau of Operations during staff shortages. The examiners are then used to assist customers at various locations by working at the information desk or by conducting transactions at the customer service counters. They have been cross-trained to assist in various ways depending on the specific needs of the location they work. The Driver Licensing staff has also been cross-trained to assist the Contact Center during peak times of customer inquiries. Five employees are logged into specific call queues to monitor and assist on a full time basis.

**NEW INITIATIVES**

Two significant projects undertaken this year were the “Troops to Trucks” initiative and the New Voter ID. The Troops to Trucks initiative allows military personnel assigned to commercial vehicle related jobs while actively serving, to have the commercial driver license road test mandates waived. Upon completion of the applicable knowledge exams, military personnel can elect to have their commanding officer sign a road test waiver if they have received proper military training. This makes for an easier transition into civilian life when the soldier has finished with his/her military service.

The Voter ID project involved the Bureau of Driver Licensing working closely with the Secretary of State to issue the new voting credential. The bureau was able to introduce and successfully produce the Voter ID with minimal impact to our system and to our customers.

Over the next biennium, five civilian positions are included in the budget to take over the testing of Commercial Driver License applicants during FY 2014. This will free up 5 State Troopers for patrol duties.

**BUREAU OF DRIVER LICENSING: MOTORCYCLE RIDER EDUCATION PROGRAM**



**T**he Motorcycle Rider Education Program has training sites in nine different locations and oversees three private training companies throughout the state.

The Motorcycle Rider Education Program uses curriculum developed by the Motorcycle Safety Foundation (MSF). Three different classes for

## **BUREAU OF DRIVER LICENSING: DRIVER EDUCATION UNIT**

students with different experience levels were offered during FY 2013, the Basic Rider Course, the Intermediate Rider Course and the Experienced Rider Course.

Three new Rider Coaches passed the 90 hour MSF training workshop and evaluation that was held at the Division of Motor Vehicles in Concord. These individuals also underwent a six class mentoring process before working with a regular class. With these three new team members, the Motorcycle Rider Education Program employed a total of 44 Rider Coaches and 3 full time employees.

Through available federal grant funds, the Motorcycle Rider Education Program was able to purchase 24 new motorcycles and launched a state wide radio advertising campaign.

Two employees from the Motorcycle Rider Education Program joined the Driving Towards Zero Program as motorcycle education specialists. This program is designed to eliminate all motor vehicle caused deaths on New Hampshire roadways. The employees participated in the Vulnerable User unit which focuses on motorcyclists, bicyclists and pedestrians.

### **BUREAU OF DRIVER LICENSING: DRIVER EDUCATION UNIT**

**T**he Driver Education Unit provides oversight and support to the public and private high schools throughout the state, as well as the commercial driver education schools. There are 253 driver education instructors, each one having taken and passed the nine-credit driver education instructor curriculum that is offered through Keene State College, as well as a comprehensive written and driving test administered by the Driver Education Unit.

The Driver Education Unit also oversees the Driver Education curriculum, instructor certification, professional development approval, and secondary school approval. The Driver Education Unit completed 33 classroom reviews to ensure compliance with state law and administrative rules.

New Hampshire RSA 263:19 requires that all 16 and 17 year-olds must complete an approved driver education program prior to applying for a driver's license.

Driver improvement and point reduction programs are also approved and reviewed by the Driver Education Unit. There are currently 14 approved driver improvement programs. During FY 2013, the Driver Education Unit was staffed



**— BUREAU OF FINANCIAL RESPONSIBILITY —**

by one full-time DMV employee and one full-time Division of State Police employee.

**BUREAU OF FINANCIAL RESPONSIBILITY**

**T**he Bureau of Financial Responsibility administers and enforces motor vehicle statutes that have a direct effect on an individual’s driving record history and the status of driver license and vehicle registration privileges. It is the central site for data gathered from all law enforcement agencies, District Courts, Superior Courts, and out-of-state motor vehicle agencies. The bureau is responsible for receiving, processing and maintaining records for all information entered into an individual’s driving record, including convictions, suspensions/revocations, restoration dates, and crash involvement. The bureau was staffed by 26 full-time employees and two part time employees during FY 2013. The bureau is divided into eight sections.

**IMAGING**

This section transfers original documents and information related to suspension/revocation actions, convictions and crash involvement to a computerized document imaging and retrieval system.

**DRIVING RECORDS**

This section processes requests received from businesses, law enforcement agencies, courts and individuals for New Hampshire driver records, crash reports and various suspension and restoration notices within the parameters under the NH Driver Privacy Act. During FY 2013 the bureau of worked with the Bureau of Operations to expand services by offering customers the opportunity to purchase copies of their own driver record report at the substation offices. The Manchester substation was the first to offer this service. Additional sites currently preparing to offer this service include the Epping, Salem, Dover and Nashua substations.

**SR22/ALCOHOL**

This section processes SR22 Certificate of Insurance forms, SR26 Cancellation of Insurance forms, Impaired Driver Intervention Program certificates of completion and Defensive Driving Course Certificates of completion. In addition this section verifies the accuracy of the documents established by motor vehicle laws and administrative rules.

**PLEA BY MAIL**

This section processes traffic complaints/citations received via paper and electronic formats (eTicketing) that have been issued by local and state law



## — BUREAU OF FINANCIAL RESPONSIBILITY —

# DIVISION OF MOTOR VEHICLES

enforcement agencies throughout the state. During FY 2013 an average of 8,500 traffic complaints/citations received each month. During peak periods volume has exceeded 10,000 complaints/citations received per month. The implementation of the eTicketing pilot program with New Hampshire State Police which began in April 2012 has had a positive impact on this section by reducing the manual effort needed to receive, file, and enter the information into the DMV database by approximately 14%. This section processes payment of fines as well as not guilty pleas. Payments are processed via check, cash and credit card transactions. The Online Ticket Payment option which was first implemented in December of 2010 continues to grow in popularity and an average of 1,947 accepted transactions were processed per month in FY 2013.

### **COURT PROCESSING**

This section processes conviction and default information received from District and Superior Courts for both “minor” and “major” offenses. Examples of minor offenses/convictions include speeding, traffic signal violations, negligent driving, etc. Examples of major offenses/convictions include DWI offenses, conduct after an accident, operating after suspension/revocation, and reckless operation.

### **OUT-OF-STATE**

This section processes information received from out-of-state courts as well as other states’ Departments/Registries of Motor Vehicles. Information received includes convictions, defaults, and suspension information.

### **CRASH**

This section processes information obtained from Operator and Uniform Police Crash Reports. Information related to reportable and non-reportable crashes is captured for statistical purposes. The section also maintains records and generates suspensions resulting from uninsured motorist crashes, defaulted agreements, and civil judgments awarded by the New Hampshire Courts. In April 2013, the bureau along with NHSP and the Department of Information Technology collaborated to successfully implement the electronic receipt of crash information known as the Crash Record Management System (CRMS) Project. This project, like the eTicketing project, has had a positive impact as it has reduced the number of reports that need to be manually updated into the DMV database.

### **NEW INITIATIVES**

The bureau provided assistance to the Bureau of Operations in its goal of unifying the services provided at the customer service counters located in Concord.



**BUREAU OF FINANCIAL RESPONSIBILITY:  
FATALITY ANALYSIS REPORTING SYSTEM (FARS)**

The bureau worked closely with the Bureau of Driver Licensing to review the process by which “At Risk” driver records are updated as related to suspension/revocation status, training, testing and restoration. The intent of the review was to ensure that records are updated accurately and in a timely manner.

The bureau again partnered with the Administrative Office of the Courts and the Department of Information Technology on completing Phase II of the eCitation Project which would provide local law enforcement the ability to issue electronic traffic citations/complaints, and like the eTicket process would further reduce the manual effort involved in handling tickets. Records on file with both the courts and DMV could then be updated electronically.

As indicated in our FY 2012 report, the bureau while working closely with the Administrative Office of the Courts and the Department of Information Technology established a process through which DMV has been providing the electronic records of Plea by Mail citations/complaints filed with a plea of Not Guilty to the courts via electronic files which are imported directly into the court reporting system. During FY 2013, a separate initiative, titled eDisposition, was undertaken to modify and modernize how DMV receives information related to contested Plea by Mail tickets as well as “must appear” offenses back from the courts. EDisposition is the electronic transfer of the final disposition on motor vehicle offenses/cases to the Division of Motor Vehicles that have been adjudicated by the NH Courts.

**BUREAU OF FINANCIAL RESPONSIBILITY: FATALITY ANALYSIS REPORTING SYSTEM (FARS)**

Since 1975, the National Highway Traffic Safety Administration (NHTSA) has operated the Fatality Analysis Reporting System (FARS). FARS is a national data collection system that contains information on all motor vehicle traffic crashes in which there was at least one fatality. Substantive identification of fatalities under FARS often comes from Police Accident Reports. Detailed information on the circumstances of the crash, persons and vehicles involved may be obtained from a

variety of sources including state and local police departments, other state agencies, drivers licensing files, vehicle registrations, state highway department data, emergency medical services records, medical examiner/coroners reports, toxicology reports, hospital records, and death certificates.

The FARS unit is funded by NHTSA and the N.H. Highway Safety Agency. FARS data is used to identify problems, evaluate safety countermeasures, and facilitate



## **BUREAU OF FINANCIAL RESPONSIBILITY: IGNITION INTERLOCK PROGRAM**

the development of traffic safety programs at the national and state levels. An extensive annual analysis is performed and published noting demographic trends in fatal crashes.

### **BUREAU OF FINANCIAL RESPONSIBILITY: IGNITION INTERLOCK PROGRAM**

**N**ew Hampshire has had an interlock law since January 1, 2002. The Division of Motor Vehicles has approved two interlock providers and District (Circuit) Courts have been authorized to require the installation of ignition interlock devices as a condition of license restoration for individuals that were convicted of driving while under the influence of alcohol or operating after alcohol revocation. The law was strengthened in 2007 to provide a criminal penalty for circumventing the ignition interlock device. In the 2012 Legislative session the Department of Safety was successful in further strengthening the ignition interlock statute by authorizing hearing examiners in addition to judges to order the installation of interlock devices in vehicles owned or driven by persons whose licenses are restored after conviction of alcohol related offenses, and to provide for the use of second generation interlock devices. The responsibility for the Interlock Program rests jointly with the Bureau of Financial Responsibility and the Bureau of Hearings. The Ignition Interlock Program was formally established on October 1, 2012. The Program is tasked with establishing on-going communications with ignition interlock device providers and to monitor their performance. It is also tasked with developing and overseeing training programs and informational sessions to educate and familiarize law enforcement, prosecutors, judges, probation/parole officers, hearings examiners, and substance abuse evaluation and treatment providers. This section also monitors violation reports and provides notification to prosecutors and/or hearing examiners of the results, so that additional sanctions including contempt of court charges or a violation of a court order may be charged.

### **BUREAU OF OPERATIONS**

**T**he Bureau of Operations oversees the daily interactions with the customers of the Division of Motor Vehicles in person and over the telephone.

The Bureau was created to improve and enhance customer service by providing an integrated, one-stop shopping experience for DMV customers. This is accomplished through cross-training of employees who previously specialized in only one DMV function. This allows employees to process many different types of motor vehicle transactions. As a result, customers are able to complete all of their motor vehicle transactions at one





## **BUREAU OF OPERATIONS**

location. The Bureau of Operations also assists other bureaus in providing support with the cash vault, Dealer and Inspection Station renewals and data entry for backlog work.

At the start of FY 2013 all Operations personnel at the 14 offices were cross-trained to provide all of the motor vehicle services offered throughout the State.

At the close of FY 2013, the Bureau of Operations was staffed by 78 full time positions and 22 part time positions.

### **CONTACT CENTER**

The Contact Center is responsible for answering an average of 1,700 telephone calls daily, as well as responding to customer e-mails and faxes. In FY 2013, Operations expanded its ability to answer telephone calls by training DMV administrative and clerical staff at several DMV offices to answer telephones.

### **INFORMATION COUNTERS (Greeter Desk)**

The Information Counters are the first point of contact for customers entering the Concord, Dover Point, Manchester, Nashua, and Salem offices. The staff answers questions pertaining to all aspects of the DMV, inspects documents to ensure all paperwork is complete, administers the Driver License vision screening test, and directs customers to the correct customer service counter to complete their transaction(s).

### **CUSTOMER SERVICE IMPROVEMENTS, ENHANCMENTS & NEW INITIATIVES**

We cross-trained employees to process Walking Disability Placards and duplicate title applications at all full service offices in FY 2013.

We cross-trained employees to process Motor Vehicle Records at the Manchester office in FY 2013. This transaction type will be rolled out to other substations in the near future.

### **BUREAU OF REGISTRATION**

The Bureau of Registration oversees the registration of any type of vehicle, trailer and boat required to be registered, with the exception of Off-Highway Recreational Vehicles (OHRVs) and snowmobiles, which are registered by the Fish and Game Department. The bureau is responsible for the collection of the appropriate fees in accordance with the provisions of the state motor vehicle and boating laws. The purpose of the registration requirement is to protect the public and to facilitate vehicle identification in the case of a collision, theft or violation of law, as well as to raise



# BUREAU OF REGISTRATION

## DIVISION OF MOTOR VEHICLES

revenue for the Highway Fund and the Navigation Safety Fund.

The Bureau of Registration was staffed by 17 full time and four part time staff during FY 2013. The Bureau of Registrations acts as support staff to the Bureau of Operations. The bureau is also responsible for the registration of boats and the regulation of all New Hampshire Boat Registration Agents, overseeing all dealers and inspection stations, and managing the Municipal Agent Program. As of June 30, 2013, there were 225 Municipal Agents throughout the state.

### MUNICIPAL AGENT PROGRAM

The registration of motor vehicles in New Hampshire is a service performed by authorized Municipal Agents in most towns and cities. Subject to approval by the Commissioner of Safety and the governing body of a city or town, the Director may appoint municipal officials as agents to issue, renew or transfer motor vehicle registrations. At the close of this fiscal year, all 225 Municipal Agents were on-line and connected to the state computer system through the Municipal Agent Automation Project (MAAP) performing registration transactions in real time. The duties of this program consist of monitoring compliance with New Hampshire laws, administrative rules and procedures. The MA program conducts the required training for agents and their staff, and additionally DMV staff attend and participate in workshops and conferences statewide hosted by the New Hampshire City and Town Clerks' Association. The MA Program and the Bureau of Registration as a whole also work in conjunction with the Department of Information Technology (DoIT) to assist with the implementation and monitoring of computer programs connecting Municipal Agents to MAAP. The Municipal Agent Program also operates the Agent Help Desk. The Agent Help Desk answers telephone calls, e-mails and faxes from all 234 towns and cities throughout New Hampshire, as well as the 144 authorized Boat Agents. In addition to the other duties of the program such as Municipal Agent and Boat Agent training, the Agent Help Desk answers an average of approximately 5,500 calls per month.

The bureau continues to work with DoIT and the Municipal Agents to improve connectivity to MAAP by using a VPN (Virtual Private Network) connectivity versus hard lines. There are currently 16 towns fully on line with a VPN connection. There are 19 towns in the process of migrating to a VPN connection.

### BOAT REGISTRAION UNIT

The Bureau of Registration works in conjunction with the Marine Patrol in the registration of all vessel/boat registrations. Boat registrations are renewed annually and all expire on December 31<sup>st</sup> each year. As of December 31, 2012,



## BUREAU OF REGISTRATION

### DIVISION OF MOTOR VEHICLES

there were approximately 95,000 boats registered. At the close of FY 2013 there were 144 authorized boat agents and 14 in-state locations available to process boat registrations.

#### **INTERNATIONAL REGISTRATION PLAN UNIT**

The International Registration Plan (IRP) provides for the registration of vehicles that travel in two or more member jurisdictions. It is a registration reciprocity agreement among American states and Canadian provinces that provides for payment of license fees on the basis of fleet miles operated in the various jurisdictions. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among the other IRP jurisdictions according to a formula based on percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. During FY 2013, there were approximately 3,470 active IRP accounts and 10,900 registered vehicles. On average, \$683,100 in monthly fees was collected. After apportioned fees are distributed to other states, approximately \$232,700 remained in New Hampshire. IRP transactions are processed at the Concord and Twin Mountain offices only.

#### **INSPECTION and DEALER UNIT**

The Inspection and Dealer Unit oversees the authorized motor vehicle dealerships and inspection stations throughout the state. During FY 2013, the Dealer Program monitored the operation of 2,122 dealers. This included 920 new and used, 38 automotive recycling, 66 motorcycle, 428 repair, 169 transport, 169 utility, 163 wholesale, and 169 bonded (retail dealers without plates). The Inspection Program monitored the operation of 2,322 inspection stations. This included 266 fleet, 14 glass replacements, 99 municipal, and 1,943 public inspection stations.

#### **ON-BOARD DIAGNOSTICS and SAFETY INSPECTION PROGRAM**

The New Hampshire On-Board Diagnostics (OBD) and Safety Inspection Program is a decentralized program with more than 1,900 DMV-licensed vehicle inspection stations throughout the state. Safety and OBD test results for approximately 1.3 million OBD qualifying vehicles are reported electronically to the state through a sophisticated computer-based system. In addition to assuring that New Hampshire remains compliant with EPA emissions regulations; this system provides valuable benefits to our state's motorists. Inspection technicians must specify the exact reason(s) for failing a vehicle, or list what items would need repair in order to pass the safety inspection. The vehicle's emission system reports the OBD status of the vehicle and any conditions requiring diagnosis and repair. This record helps to



## PUPIL TRANSPORTATION UNIT

protect consumers from fraudulent additional charges for unnecessary repairs.

The DMV's computerized reporting/analysis system can identify an inspection station whose history indicate possible inspection fraud. This proven to be useful in prosecuting inspection fraud cases.

The OBD Program regularly provides technical assistance to many of the state's licensed inspection stations and works closely with industry groups such as the New Hampshire Automobile Dealers Association and law enforcement agencies. The Economic Hardship Waiver Program was designed for New Hampshire residents who cannot afford to make necessary emissions repairs. They have an opportunity to apply for a waiver that exempts their vehicle from emissions testing for one inspection cycle. The only requirement is that the vehicle must have passed the safety inspection, failed the emissions test, and the owner must provide a written estimate of the needed emissions repairs, together with an explanation detailing their reasons for requesting the waiver.

### BUREAU OF REGISTRATION: PUPIL TRANSPORTATION UNIT

The Pupil Transportation Unit oversees more than 100 public school bus companies and is responsible for conducting criminal and motor vehicle background checks in excess of 3,700 school bus drivers who are employed in the State of New Hampshire.

In addition to safety inspections by an official inspection station, school buses are mechanically inspected once each year by a state-certified school bus inspection mechanic before they are authorized to carry passengers. These mechanics have attended the Division of Motor Vehicles inspection school. Each mechanic must perform a field test prior to being certified. The unit oversees the inspection of over 2,900 school buses in the state. This section is an integral part of the investigation of all school bus crashes, and thoroughly investigates complaints regarding school buses and school bus drivers. We work in conjunction with local police departments and other state agencies.

The Unit also participates at the state Emergency Operations Center coordinating with bus companies for evacuation drills at both the Vermont Yankee and the Seabrook Nuclear Power facilities.

The Unit supervisor is also responsible for the training and certification of school bus drivers and school bus driver instructors in the state. Once per year, a 40



**BUREAU OF TITLE AND ANTI-THEFT**

hour class is taught for the school bus training certificate.

The Unit supervisor also conducts audits of school bus companies to ensure compliance with the Saf-C 1300 rules for School Bus Transportation. The audits consist of an examination of the driver files, and periodic inspections of school buses.

**BUREAU OF TITLE AND ANTI-THEFT**

The Bureau of Title and Anti-Theft is responsible for determining vehicle ownership and issuing motor vehicle titles. The bureau also determines the legal ownership of motor vehicles on liens and initiates investigations of criminal and consumer fraud. New Hampshire partners with the National Motor Vehicle Title Information System (NMVTIS) which shares title information among participating states and jurisdictions to ensure that issues such as brands and odometer discrepancies were not omitted.

The bureau works closely with the Division of State Police on criminal investigations involving title issues, and works with federal, state, county and local law enforcement agencies to identify stolen vehicles. The bureau assists in cases of insurance fraud, dealer violations, consumer complaints, odometer fraud, counterfeit titles and statutory liens, and identifying vehicles that have been involved in total loss collisions or sustained flood damage.

The bureau participates in training classes for the Municipal Agents and DMV partners, educating them on the administrative rules and laws pertaining to titles and liens. Partners include New Hampshire licensed dealers, town and city clerks, and lending institutions.

The bureau processes all abandoned motor vehicles, mechanic liens, storage liens, junked motor vehicles, and surrendered titles from other jurisdictions.

The bureau is currently managed by a Supervisor and a Title Review Officer. The bureau was staffed by 21 full time personnel and two part time personnel during FY-2013.



**CUSTOMER SERVICE IMPROVEMENTS and ENHANCEMENTS**

The bureau has improved customer service through cross-training of staff in several areas including the National Motor Vehicle Titling System. Additional personnel have been trained to answer questions from other states on validating New Hampshire titles and detecting computer errors versus counterfeit titles. The bureau trained additional staff members to conduct training classes on title

# BUREAU OF ADMINISTRATION: AUDIT SECTION

## DIVISION OF MOTOR VEHICLES

related laws and procedure for New Hampshire licensed dealers and town and city clerks who process title applications. The bureau has also trained personnel to assist other bureaus in answering telephone calls and to support the Bureau of Operations at the customer service counters.

### NEW INITIATIVES

The bureau has implemented online training for out of state dealers and lending institutions on the laws and rules to perfect liens and properly complete title applications. This initiative alleviates the need for staff to travel to other locations to train, and assists the partners by not requiring them to travel to New Hampshire for necessary training. An electronic Junk Vehicle Program is currently in the testing process and it should be rolled out during FY-2014. This program will eliminate the manual data entry to record junk vehicles in the motor vehicle database. The bureau is in the process of compiling statistical daily and monthly data on backlogs within the bureau. All statistical data is maintained in the SharePoint data base, which is available to all management personnel.

### ADMINISTRATION: AUDIT SECTION

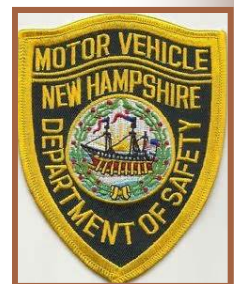
The Audit Section is an independent, objective unit providing oversight and strategic planning designed to add value and improve efficiencies by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance of the New Hampshire Division of Motor vehicles.

The Audit Section is responsible for the preparation and oversight of the Division's biennial budget, oversight of Municipal Agent compliance requirements, and the development and oversight of fiscal policies. Other essential functions include performing both Municipal Agent and DMV substation audits, oversight of DMV Federal Grant Awards, the Arbitration Unit, and the Department's Bulk Data contracts.

In the last fiscal year 185 Municipal Agent offices were audited. The Audit Section continues on course to visit each of the 225 Municipal Agent locations annually.

The regular audit schedule has been well accepted by the Municipal Agents as it reinforces their understanding of the rules and procedures established to guide them in the performance of their duties. The audit also establishes a cutoff point for many of the record retention procedures.

The auditors spend time observing office procedures, identifying areas of



# BUREAU OF ADMINISTRATION: AUDIT SECTION

## DIVISION OF MOTOR VEHICLES

concern and discussing these items with the Municipal Agent. In addition, cash audits of all DMV substations with both cash and credit card terminals being reconciled are conducted annually.

### **OTHER AUDIT DUTIES and RESPONSIBILITIES**

- Review DMV invoices prior to their final processing. This insures the validity of the payments and keeps the Division up to date on pending expense charges.
- Audit and approve all refund requests prior to submitting to the State Treasury for processing.
- Monitor advices and order amounts of required forms, and verify charges against the various organizational codes.
- All Division requisitions in The Lawson Financial System and field purchase orders are processed in SharePoint and approved through the audit units. The audit staff also provides ongoing monitoring of expenses, encumbrances and state contracts.
- Provide assistance to other Divisions (Homeland Security, Warehouse, Marine Patrol, etc.) with Lawson System Training, troubleshooting and assistance when needed.
- Establish and monitor agency internal controls.
- Review "Over and Short Reports" for employees and Municipal Agents.
- Review reports of employees and Municipal Agents to ensure all locations are closed out and cash is reconciled daily.
- Random audits of the central DMV vault to verify cash amounts.
- Complete the International Registration Plan's annual heavy vehicle use tax certification.
- Provide support and guidance to DMV personnel with questions of validity of payments (check issues and counterfeit currency questions).
- Review and verify monthly quantities for Marquis ID Systems invoices for driver licenses and identification cards.
- Oversee production of employee ID badges for all Department of Safety employees.
- Oversee building access controls for Concord, Dover, Salem, and Nashua DMV locations.
- Maintain DMV's fleet of automobiles.
- Verification of Defensive Driving Certification for employees utilizing State vehicles.



# BUREAU OF ADMINISTRATION: AUDIT SECTION

## DIVISION OF MOTOR VEHICLES

- Regular review of computer system permissions.
- Monitor website accuracy and update forms and data on an as needed basis.
- Prepared Fiscal notes for 25 Legislative Service Requests during the legislative year.
- Prepare items for the Governor and Counsel review.
- Prepare items for Legislative Fiscal Committee review.
- Assist Registration personnel with the certification of software updates necessitated by legislative changes.
- Assist in the research and preparation of DMV Standard Operating Procedures and Policies.
- Participate in Strategic Planning initiative committees, Continuity of Operations (COOP) Plans, and risk assessment.
- Participate in the Joint Loss Management Committee. Committee members are trained in workplace hazard identification and accident/incident investigation.
- Assist in training of new Municipal Agents and their staff.
- Efforts to relieve the current inventory system of obsolete data continue. With each audit, a listing of obsolete inventory is compiled that can be removed from the inventory system.

The Audit Section was staffed by five full time employees during FY 2013.

### NEW INITIATIVES

Cross-train Audit Bureau personnel to assist the Title Bureau, Information Desk and Contact Center.

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**For Further Information, Please Visit:**  
[www.nh.gov/safety/divisions/dmv/](http://www.nh.gov/safety/divisions/dmv/)





## BUREAU OF ADMINISTRATION: NEW MOTOR VEHICLE ARBITRATION BOARD

### ADMINISTRATION: NEW MOTOR VEHICLE ARBITRATION BOARD

**D**uring the 2013 fiscal year, the following was the disposition of cases for the new Motor Vehicle Arbitration Board:

- \* 44 cases decided
- \* 3 refunds were awarded to consumers, totaling \$57,259.69
- \* 1 replacement vehicle was awarded to the consumer
- \* 8 cases were settled before hearing
- \* 12 cases were withdrawn before hearing where the vehicle was repaired
- \* 4 cases were dismissed
- \* 1 case pending as of this date
- \* 15 decisions were found in favor of the manufacturer

Forty-five percent of the arbitration demands during this calendar year were resolved prior to the hearing, either through settlement with the manufacturer or repair of the vehicle. Of all the cases filed during this period, 22 hearings were held over nine hearing dates.

Twelve vehicle manufacturers were represented during this past fiscal year's submissions. A chart follows which indicates the type of defects presented to the Board.

The presence of the New Motor Vehicle Arbitration Board allows a ready resolution to disputes between the consumer and manufacturer in regard to new motor vehicle defects. It helps to offer a fair remedy and creates an atmosphere for timely and amicable disposition of these disputes.

### ADMINISTRATION : TRAINING UNIT

**T**he Training Unit provides all DMV employees with mandatory and non-mandatory professional growth training.

All new DMV employees must attend the following mandatory classes:

- DMV New Hire Orientation
- Customer Service at the DMV
- State Employee Code of Ethics
- VoIP Skills
- Privacy Act/Confidentiality
- Money Handling Policies at the DMV
- Fraudulent Document Recognition including up to 9.5 hours of on-line instruction and testing



## TRAINING UNIT

Examples of professional growth classes include:

- Communication Skills
- People Skills
- Change and Stress Management
- Coaching and Mentoring
- Business Writings

Personnel in a leadership or supervisory position must also attend the following classes:

- Interviewing Skills
- Performance Reviews

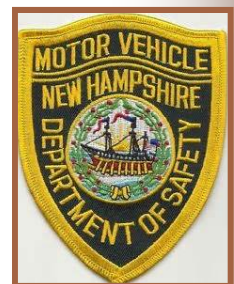
All classes are created in-house based on employee needs as identified by management, supervisors and employees. Classes are designed with the unique circumstances of DMV employees in mind to help facilitate the learning and application of various business skills.

During FY 2013, 387 employees attended professional growth classes and mandatory classes, and 89 municipal agents, their vendors, and other state employees, were given Driver Privacy Protection Act training. Evening classes were offered as well as training delivered to the worksite.

New initiatives during this period include computer skills training classes for Microsoft Office 2010 (Word, Excel, PowerPoint, Outlook) for all DMV employees and to other Department of Safety employees by request. Many on-line classes were also introduced, demonstrating a specific DMV process, for example registering a vehicle, or how to use an application. Several refresher classes are now offered on-line rather than in-person, saving on travel time. Lastly, a middle manager network and learning group was created called the DMV U, meeting monthly to discuss topics specific to middle managers.

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**For Further Information, Please Visit:**  
[www.nh.gov/safety/divisions/dmv/](http://www.nh.gov/safety/divisions/dmv/)



# DIVISION OF MOTOR VEHICLES:

## FY 2013 STATISTICS

### Division of Motor Vehicles FY 2013 Statistics

# DIVISION OF MOTOR VEHICLES

#### Bureau of Driver Licensing

|         |  |
|---------|--|
| 24,585  | Operator road skills examinations                          |
| 2,639   | Commercial vehicle road skills examinations                |
| 1,347   | Motorcycle road skills examinations                        |
| 356,816 | Total driver license, non-driver & voter ID cards produced |

#### Motorcycle Rider Education Program

|       |                   |
|-------|-------------------|
| 2,979 | Students trained  |
| 260   | Classes conducted |

#### Driver Education

|        |   |
|--------|---|
| 15,072 | Students participated in driver education   |
| 12     | Public or private high schools that have their own driver education program.                    |
| 87     | Public or private high schools contract driver education program to a commercial driver school. |
| 6      | Public or private high schools do not offer driver education.                                   |
| 38     | Commercial driver education schools are not associated with any high school.                    |

#### Bureau of Financial Responsibility

|         |  |
|---------|--|
| 70,939  | Plea by mail traffic citations/complaints received via paper                   |
| 30,491  | Plea by mail traffic citations/complaints received electronically (eTicketing) |
| 34,188  | Plea by mail traffic citations/complaints paid                                 |
| 23,370  | Plea by mail ticket payments made via on-line ticket payment option            |
| 43,651  | Court convictions (NH Circuit and Superior)                                    |
| 3,266   | Out-of-state convictions   |
| 29,603  | License/operating privilege suspensions issued                                 |
| 6,567   | License/operating privilege revocations issued                                 |
| 10,169  | Registration privilege suspensions issued                                      |
| 52      | Registration privilege revocations issued                                      |
| 434     | Single registration suspensions issued   |
| 96,564  | Motor vehicle records generated (with fee and without fee collected)           |
| 37,246  | Motor vehicle records generated w/fee collected                                |
| 5,457   | Requests to purchase crash reports processed                                   |
| 116,204 | Documents imaged (288,663 pages)   |
| 31,775  | Cash reports processed manually  |
| 339     | Crash reports processed electronically   |
| 117,915 | Telephone inquiries answered   |
| 122,579 | Telephone inquiries presented/received   |



# DIVISION OF MOTOR VEHICLES:

## FY 2013 STATISTICS

**DIVISION OF MOTOR VEHICLES**

### FARS

- 116 Fatalities resulting from a total of 106 crashes
- 48 People (41.4%) were not wearing seatbelts.
- 26 Motorcycle fatalities from a total of 106 total crashes
- 18 People (69.2%) were not wearing helmets.
- 9 Pedestrian fatalities during FY 2013
  - \* August was the most deadly month with 24 total fatalities.
  - \* Rockingham County had the most fatalities with 33
  - \* Coos & Carroll County the fewest with 2 each.

### Ignition Interlock

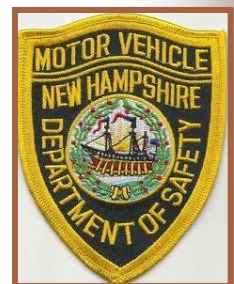
- 985 NH Court orders processed for the installation of an Interlock device

### Bureau of Registration

- 867,552 Passenger vehicles registered
- 329,761 Trucks registered
- 179,438 Trailers registered
- 78,373 Motorcycles registered
- 19,110 Other registered
- 165,341 Total vanity plates/initial plates (included in the various types listed above)
- 920 New and used dealers
- 38 Automotive recycling dealers
- 66 Motorcycle dealers
- 428 Repair dealers
- 169 Transport dealers
- 169 Utility dealers
- 163 Wholesale dealers
- 169 Bonded dealers
- 266 Fleet inspection stations
- 14 Replacement glass inspection stations
- 99 Municipal inspection stations
- 1,943 Public inspection stations

### Pupil Transportation

- 3,714 School bus drivers
- 3,714 MV record & criminal record checks performed
- 2,361 School bus inspections
- 131 Accident reports



# DIVISION OF MOTOR VEHICLES:

## FY 2013 STATISTICS

# DIVISION OF MOTOR VEHICLES

### Bureau of Title and Anti-Theft

|         |   |
|---------|---|
| 316,506 | Titles issued                                       |
| 105,167 | New and demo titles issued                          |
| 211,339 | Pre-owned titles issued                             |
| 49      | Title administrative hearings initiated             |
| 20      | Title investigations of criminal and consumer fraud |
| 1,899   | NCIC stolen vehicle notifications                   |
| 945     | NMVTIS theft file stolen vehicle notifications      |
| 1,450   | Abandoned vehicles - mechanic liens                 |
| 960     | Title searches                                      |
| 1,880   | Rejected applications                               |
| 4,837   | Junk vehicles reported                              |
| 69,560  | Electronically surrendered titles                   |
| 3,143   | Manually surrendered titles                         |
| 37,584  | Incomplete title applications letters generated     |
| 960     | NMVTIS help desk transactions completed             |
| 7,536   | Titles returned in the mail                         |

### Administration

#### *New Motor Vehicle Arbitration Board Cases*

#### By Brand

|    |                 |
|----|-----------------|
| 13 | Chrysler        |
| 7  | Ford            |
| 5  | General Motors  |
| 4  | Hyundai         |
| 4  | Nissan          |
| 3  | Toyota          |
| 2  | Kia             |
| 2  | Harley Davidson |
| 1  | Honda           |
| 1  | Subaru          |
| 1  | Volkswagen      |
| 1  | Volvo           |

#### By Outcome

|    |                                    |
|----|------------------------------------|
| 3  | Refund for consumer                |
| 1  | Replacement for consumer           |
| 15 | Decision for manufacturer          |
| 12 | Withdrawn after repair             |
| 8  | Consumer settled with manufacturer |
| 4  | Dismissed                          |
| 1  | Ending                             |

#### By issue

|   |              |
|---|--------------|
| 8 | Electrical   |
| 7 | Engine       |
| 7 | Transmission |
| 6 | Water leak   |



# DIVISION OF MOTOR VEHICLES:

## FY 2013 STATISTICS

**DIVISION OF MOTOR VEHICLES**

**By Issue continued**

- 49 Title administrative hearings initiated
- 4 Alignment
- 4 Vibration
- 3 Other
- 2 Drivetrain
- 1 HVAC
- 1 Brakes
- 1 Multiple

**NH Division of Motor Vehicles Office Locations & Hours:**

|                 |  |   |                 |
|-----------------|--|---|-----------------|
| Berlin          | Driver Licensing, Registration and Title Transactions  | Mon - Thurs   | 8:00am – 4:30pm |
| Claremont       | Driver Licensing, Registration and Title Transactions<br>Motorcycle Road Skills Examinations   | Mon – Fri<br>Wed  | 8:00am – 4:30pm |
| Colebrook       | Driver Licensing Transactions Only   | 1 <sup>st</sup> , 3 <sup>rd</sup> , 5 <sup>th</sup> Fri | 8:00am – 4:30pm |
| Concord         | All Motor Vehicle Transactions<br>CDL Road Skills Examinations<br>Motorcycle Road Skills Examinations<br>Motorcycle Rider Education Training | Mon – Fri<br>Friday<br>Thursday<br>Wkday/wknd           | 8:00am – 4:30pm |
| Dover Point     | Driver Licensing, Registration and Title Transactions<br>Motorcycle Road Skills Examinations   | Mon – Fri<br>Thursday                                   | 8:00am – 4:30pm |
| Epping          | Driver Licensing, Registration and Title Transactions<br>Motorcycle Road Skills Examinations   | Mon – Fri<br>Tuesday                                    | 8:00am – 4:30pm |
| Keene           | Driver Licensing, Registration and Title Transactions<br>Motorcycle Road Skills Examinations   | Mon – Fri<br>Tuesday                                    | 8:00am – 4:30pm |
| Manchester      | Driver Licensing, Registration, Individual Motor<br>Vehicle Record and Title Transactions<br>Motorcycle Road Skills Examinations             | Mon – Fri<br><br>Thursday                               | 8:00am – 4:30pm |
| Milford         | Driver Licensing, Registration and Title Transactions<br>Motorcycle Road Skills Examinations   | Wed & Thurs<br>Thursday                                 | 8:00am – 4:30pm |
| Nashua          | Driver Licensing, Registration and Title Transactions<br>CDL Road Skills Examinations<br>Motorcycle Road Skills Examinations                 | Mon – Fri<br>Mon & Wed<br>Weekend                       | 8:00am – 4:30pm |
| North Haverhill | Driver Licensing Transactions Only<br>Motorcycle Road Skills Examinations  | 2 <sup>nd</sup> , 4 <sup>th</sup> Fri<br>Weekend        | 8:00am – 4:30pm |
| Salem           | Driver Licensing, Registration and Title Transactions<br>Motorcycle Road Skills Examinations   | Mon – Fri<br>Tuesday                                    | 8:00am – 4:30pm |
| Tamworth        | Driver Licensing, Registration and Title Transactions<br>Motorcycle Road Skills Examinations   | Mon – Fri<br>Wednesday                                  | 8:00am – 4:30pm |
| Twin Mountain   | Driver Licensing, Registration, Title and IRP<br>Transactions<br>Motorcycle Road Skills Examinations   | Mon – Fri<br><br>Tuesday                                | 8:00am – 4:30pm |

**Operator Road Skills Examinations are Conducted at all offices:  
8:20am– 3:40pm**



**DIVISION OF MOTOR VEHICLES**

**Division of Motor Vehicles CDL Road Skills Examinations Locations**

|               |                                    |   |
|---------------|------------------------------------|---|
| Durham- UNH   | CDL Road Skills Education Training | Thursday  |
| Lebanon       | CDL Road Skills Education Training | 1 <sup>st</sup> Tuesday   |
| Twin Mountain | CDL Road Skills Education Training | 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> Tuesday |

**Division of Motor Vehicles Motorcycle Rider Training Locations**

|              |                           |         |
|--------------|---------------------------|---------|
| Concord- DOT | Motorcycle Rider Training | Weekend |
| Hooksett     | Motorcycle Rider Training | Weekend |
| Keene        | Motorcycle Rider Training | Weekend |
| Laconia      | Motorcycle Rider Training | Weekend |
| Londonderry  | Motorcycle Rider Training | Weekend |
| Whitefield   | Motorcycle Rider Training | Weekend |

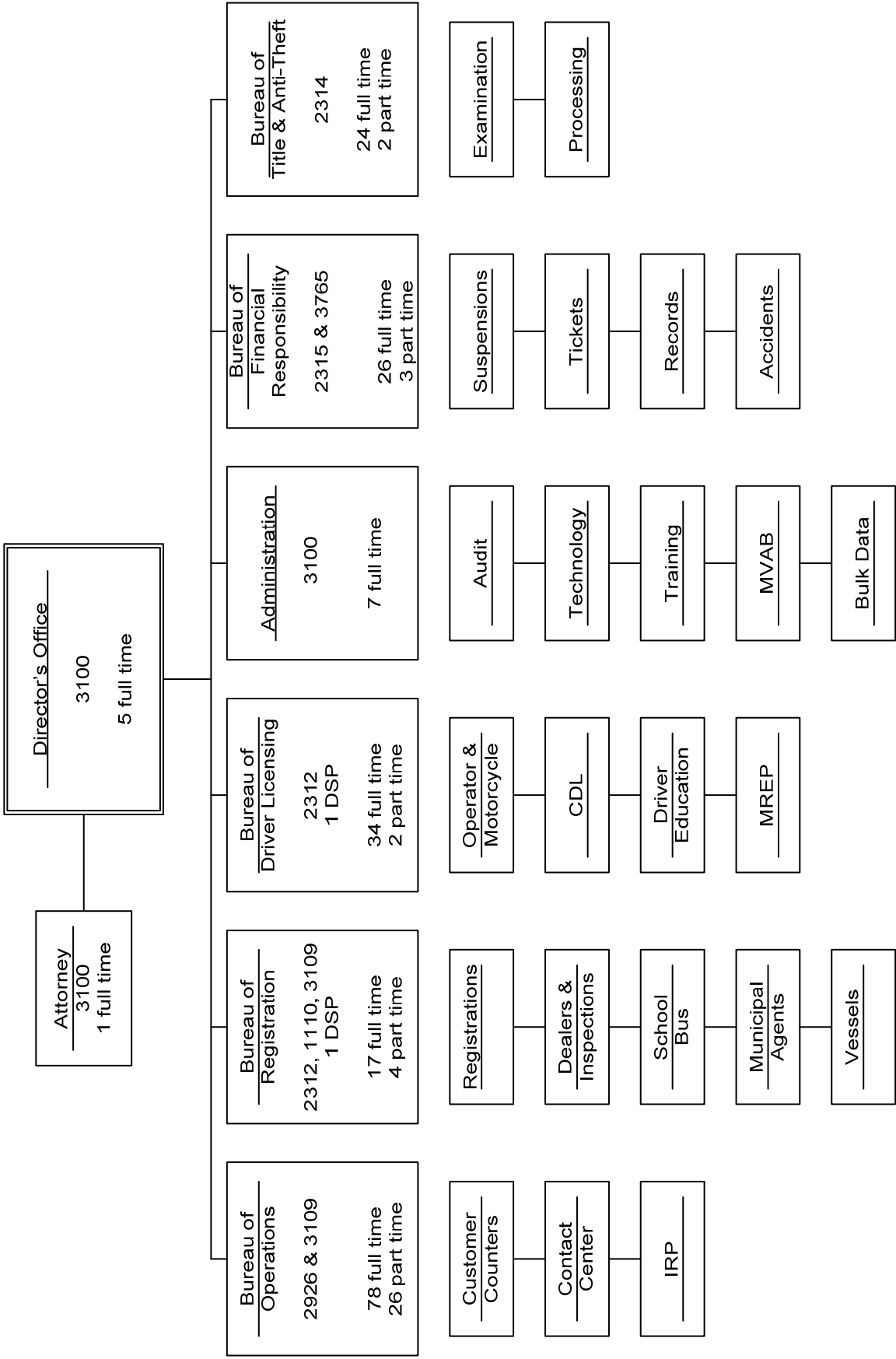
Richard C. Bailey, Jr. was the Director of the Division of Motor Vehicles during this fiscal year.



**For Further Information, Please Visit:**  
[www.nh.gov/safety/divisions/dmv/locations/index.htm](http://www.nh.gov/safety/divisions/dmv/locations/index.htm)



# Division of Motor Vehicles





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# DIVISION OF STATE POLICE

## DIVISION OF STATE POLICE



### Mission Statement:

*Dedicated to providing the highest degree of law enforcement service throughout the state of New Hampshire while maintaining the traditions of fairness, professionalism and integrity.*

The New Hampshire State Police was created by an act of Legislature on July 1, 1937, the 15th such force in the United States. At its inception, the State Police consisted of 43 officers supported by eight civilian employees.

As a state law enforcement agency, the State Police patrols New Hampshire's state highways, toll roads and interstates, enforcing criminal, motor vehicle and other public safety laws. The Division has concurrent jurisdiction in towns under the population of 3,000 and primary jurisdiction on all interstate highways. Division members are empowered to carry out law enforcement functions in all other locations when they observe a law violation, are in pursuit of an investigation or a violator, or are requested by local authorities, another law enforcement agency, the Attorney General or the Governor.

The Division of State Police is organized into three bureaus, **Field Operations**, **Investigative Services** and **Support Services**. In addition, there are three units, **Executive Security**, **Forensic Laboratory** and **Professional Standards**, that report directly to the Office of the Director.

Headquartered at the James H. Hayes Safety Building in Concord, the Division of State Police operates from seven troop stations around the state in addition two Marine Patrol facilities and the New Hampshire Hospital, and provides a visible law enforcement presence across New Hampshire.

Colonel Robert L. Quinn served as Director of the Division of State Police during the 2013 Fiscal Year.

### FIELD OPERATIONS BUREAU

The Field Operations Bureau oversees the daily operations of seven field troops comprised of uniform patrol troopers and troop-level investigators. Additionally, the bureau is responsible for the oversight of personnel assigned to Marine Patrol and to the New Hampshire Hospital Campus Police. Areas of responsibility are divided into Field Areas I, II, and III.



## **FIELD OPERATIONS BUREAU**

The primary function of the Field Operations Bureau is to provide patrol services. These patrol services are provided throughout the state to all communities. Communities with small or part-time police departments request assistance to provide full, 24 hour police service. The purpose of standard patrol services is to seek voluntary compliance with the motor vehicle statutes and to serve as a deterrent for criminal activity. Investigation of criminal activity within each troop area is the responsibility of both the uniform troopers and the detectives assigned to the barracks. Specialized marine law enforcement services are provided on all inland and coastal waterways with an emphasis on safe boating and homeland security. New Hampshire Hospital Campus Police Officers maintain a secure environment within a 125-acre parcel containing 33 state buildings and daytime population of over 3,000.

In addition to standard patrol services, the Field Operations Bureau provides many specialized services. The Special Services section of the Bureau is responsible for overseeing the following units: Drill Team, Drug Abuse Resistance Education (D.A.R.E.), Drug Recognition Expert Unit, Explosives Disposal Unit, Motorcycle Unit, Public Relations Unit, Special Enforcement Unit, and Technical Crash Reconstruction Unit. Additionally, the Special Events Response Team (SRT) and Special Weapons and Tactics Unit (SWAT) are administered through the Field Operations Bureau. The troopers who staff these special units are selected for this service and assigned geographically throughout the state for the purpose of providing the highest level of services and most timely response.

### **TROOP A**

Headquartered in Epping, Troop A's geographical area of responsibility includes Rockingham and Strafford counties. Located in the southern region of New Hampshire, it borders Massachusetts and Maine. Interstate 95, the Spaulding Turnpike, and State Route 101 which are the arteries by which many tourists and vacationers visit the lakes region, mountains and seacoast area. The area continues to grow in population and industry, resulting in an increase in traffic and calls for service. During this fiscal year, nearly 23 million vehicles traveled through the Hampton tolls and a record was set during one particular weekend in August, with just fewer than 327,000 vehicles passing through. Although the population fluctuates in correlation with the seasons, the area remains one of the most heavily populated in the state.

During the fiscal year, Troop A troopers stopped 37,144 cars. They arrested 405 impaired drivers, investigated 1,072 traffic crashes and conducted 876 criminal case investigations.



## FIELD OPERATIONS BUREAU

# DIVISION OF STATE POLICE

In July, Troopers from Troop A were requested to respond to Exeter to assist with the apprehension of an escaped prisoner. The prisoner had been taken into custody in Seabrook earlier in the evening and was being medically cleared for incarceration at the Exeter Hospital. While being transferred to a local cruiser for transport to the County Jail, the suspect escaped from custody and fled on foot. Several troopers, including a K-9 unit and the State Trooper helicopter observed the suspect running through a field several hours later. A State Police K-9 unit apprehended him without further incident.

In August, Troop A troopers responded to a report of a vehicle traveling south in the northbound lane of I-95 in Portsmouth. As the trooper responded, reports came in of several motor vehicle crashes caused by this driver. Unsuspecting northbound vehicles encountered this driver as she continued south in the northbound lane, and three separate rollover crashes with injury resulted. The last crash was head-on and resulted in the death of the wrong-way driver.

In September, Troop A troopers responded to a report of a motorcycle lying on its side on Route 101 in Stratham. The motorcycle was located and its operator and passenger were found to be deceased. The crash was believed to have occurred hours before and went undetected until daylight. Troop A troopers and the State Police Technical Crash Reconstruction Unit conducted an investigation and concluded that both alcohol and excessive speed were contributing factors in the crash.

In March, a trooper observed a vehicle on I-95 with a defective taillight. Upon stopping the vehicle, the trooper noted an unusual amount of movement by the driver and the passenger. As the trooper spoke to the male occupants, he noted both subjects appeared nervous and were avoiding eye contact with him. During a subsequent conversation with the subjects, the driver stated he was coming from Massachusetts after looking at a vehicle to purchase. After further discussion, neither subject could identify the city they had come from. Further conversation revealed that the driver had recently completed parole for a drug-related charge. After contacting a local police department, the trooper learned that the passenger had also been previously arrested for a drug-related offense. The driver ultimately agreed to a consent to search which resulted in finding of a substantial amount of heroin, cocaine, and drug-related paraphernalia. Both subjects were taken into custody and charged with felony-level Possession of Drugs, and Possession with Intent to Distribute.

During the fiscal year, Troop A personnel along with personnel from



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Portsmouth Police Department, Seabrook Police Department, Hampton Police Department, Rockingham County Sheriff’s Department and NH Liquor Enforcement conducted a total of four sobriety checkpoints. More than over 1,400 vehicles were screened, resulting in more than 30 arrests including 21 for driving while under the influence of alcohol and/or drugs.

**TROOP B**

Headquartered in Bedford, Troop B is responsible for providing police services throughout Hillsborough County and the portion of Rockingham County that relates to Interstate 93 and its bordering communities. The area includes 31 towns and the cities of Manchester and Nashua, as well as 146 miles of highway in the most populated area of the state.

During the fiscal year, the Troop saw an increase in enforcement efforts by its troopers. Due to hard work and several types of enforcement initiatives, vehicle stops and contacts rose to 28,154. Troopers detected and arrested 318 impaired drivers and investigated 1,864 crashes, of which seven were fatalities. Criminal arrests and investigations increased to 1,907 for the reporting period.

A trooper was involved in a police shooting in the town of Litchfield. Personnel from several police agencies, along with troopers from Troop B, were deployed to a trailer park in Litchfield where an armed and dangerous person was recklessly and indiscriminately firing weapons from inside his trailer. The immediate community was in imminent danger. The subject threatened law enforcement with a weapon and was fatally shot by the trooper. No law enforcement officers were injured during the incident.

Several troopers responded to the town of Bedford to assist local police authorities with an active crime scene involving a home invasion that resulted in life threatening injuries to the residents. Troopers worked alongside personnel from Bedford Police Department to tactically enter the residence to search for the suspect. The response turned into a rescue mission which secured a young child as well as provided critical lifesaving medical attention to one of the injured.

Two troopers from Troop B were assigned upon the request of the Manchester Police Department to provide much needed assistance in a patrol capacity. The troopers worked with the street crime personnel to increase enforcement on the streets in high crime areas of the city during the summer and fall of the year.



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# DIVISION OF STATE POLICE

### TROOP C

Headquartered in Keene, Troop C provides police services throughout Sullivan and Cheshire counties. Located in the southwest corner of the state, the Troop provides law enforcement coverage to 38 communities. There are 18 towns in which troopers are the primary law enforcement entity. In addition, troopers are frequently requested by full-time police departments to provide additional patrol coverage and investigative assistance.

During the fiscal year, Troop C troopers stopped 20,965 vehicles, arrested 194 impaired drivers, investigated 259 traffic crashes and conducted 1,158 criminal investigations.

In March, troopers responded to Walpole for an officer-involved shooting. Alstead Police initiated a pursuit of a vehicle that matched a vehicle just involved in a bank robbery in Vermont. The pursuit entered the town of Walpole, and the Alstead officer was joined by the Walpole Police. The pursuit ended when the suspect crashed his vehicle. The suspect then brandished a weapon at the police and was subsequently shot and killed. The Attorney General's Office and the State Police Major Crime Unit responded and investigated the incident with assistance from Troop C troopers.

In the spring and early summer of 2013, numerous daytime burglaries were reported throughout Cheshire County. Troopers from Troop C spent hours investigating the crimes, gathering information, meeting with the local police departments, and conducting crime detection patrols in the rural areas most likely to be targeted. Throughout this investigation, search warrants were executed and suspects were developed. Though the suspects have yet to be charged with any of the burglaries, most have been charged with Possession of Stolen Property, and the occurrences of burglaries have stopped.

In July, troopers from Troop C responded to Goshen for a report of a missing seven-year-old boy. The boy was playing outside at his aunt's house and wandered off into the woods. Fish and Game Officers were called in as well as the State Police K-9 Unit. A news release and a picture of the boys were immediately distributed to the media, and a reverse 911 call was placed to all Goshen residents. Over 50 citizens came out to help after getting the 911 call and/or seeing the press release on the news. After several hours and negative findings with the K-9 team, a couple of "Good Samaritans" noticed a boy matching the description playing behind a house about a mile down the road. They picked the boy up and transported him back to his anxiously waiting aunt.



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**TROOP D**

Headquartered in Concord, Troop D provides police services throughout Merrimack County. The area includes 25 towns and two cities. In addition, Troop D covers Interstate 93 from the Hooksett Toll to the Ashland town line, and all of Interstate 89 from Bow to the Vermont state line. This encompasses approximately 230 miles of interstate highways. The State Capital is located within the area under the responsibility of Troop D and Troop D troopers are increasingly the primary law enforcement provider to many of the state facilities, properties and agencies, such as the State House, the Governor’s Mansion, the State Prison, the New Hampshire State Hospital, and the New Hampshire Technical Institute.

During the fiscal year, Troop D troopers stopped 29,891 vehicles, arrested 232 impaired drivers, investigated 942 traffic crashes, and conducted 1,010 criminal case investigations.

In August, Troop D troopers were reminded that no stop is routine, even one to assist disabled motorists. A Trooper working I-89 in Grantham came upon an abandoned pick-up truck. The trooper was preparing to affix an abandoned vehicle sticker on the rear window when he looked up to witness a vehicle crash into the rear of his cruiser. The impact caused the cruiser to push into the rear of the pick-up truck, and the vehicle veered past the right side of the trooper narrowly missing him. Thankfully the trooper was not seriously injured, though he was struck by the flying debris.

In October, at approximately 5:30 a.m., Troop D midnight troopers responded to a motor vehicle crash involving a bear on I-89 northbound in Hopkinton. Investigation revealed that a pick-up truck struck and killed a black bear that was running across the highway. Within minutes of impact a second vehicle traveling northbound struck the deceased bear, lost control and rolled into the median. The operator was unconscious and trapped within the vehicle. Troopers peeled back the windshield, pulled the operator out and commenced CPR until paramedics arrived on scene. Unfortunately the operator succumbed to his injuries at the hospital.



In November, at approximately 12:01 a.m. a Troop D trooper initiated a motor vehicle stop on I-93 southbound in Northfield for a vehicle traveling at a speed of 95 in a 65 mph zone. The driver stopped briefly, then quickly accelerated southbound in an attempt to elude the trooper. The pursuit continued for approximately 3 miles at speeds reaching 100 mph. The driver pulled over and was taken into custody without incident. The driver was charged with receiving stolen property, aggravated driving while under the influence, reckless

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conduct, reckless driving, operating after suspension (subsequent offense), and possession of a controlled drug. Additionally, there was a bench warrant for his arrest out of another county.

In December, Troop D troopers responded to an interrupted burglary in the town of Salisbury. The homeowner's family member was involved in a physical altercation with the suspect before the suspect fled. Troop D detectives worked the case, subsequently arresting the suspect and his accomplices in the crime. Detectives further obtained confessions to other burglaries in the region. Additional information from the investigation led to the seizure of 17 stolen firearms.

In May, Troop D troopers investigated an incident that occurred on I-93 in Hooksett involving a male subject driving erratically and displaying a handgun to other motorists. Troopers subsequently located the subject at a residence in the town of Boscawen where they located the handgun and arrested him for Felony Criminal Threatening.

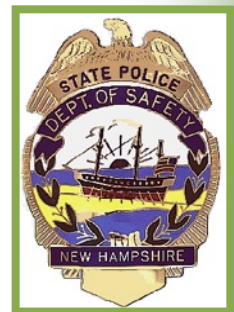
In June, a Troop D trooper observed a motorcycle traveling southbound on I-93 in New Hampton at speeds between 130 and 152 mph. The trooper was able to give a detailed description of the motorcycle operator to other troopers south of his location. Ultimately the motorcyclist was stopped and arrested without incident at the Hooksett toll plaza.

### TROOP E

Headquartered in Tamworth on Route 16, a major gateway to the northern regions of New Hampshire, Troop E is responsible for providing police services throughout Belknap and Carroll Counties. This area encompasses 29 towns and the city of Laconia which has a population of over 16,000 residents. The geographic area of Troop E includes the Lakes Region, which has the largest lake in New Hampshire, Lake Winnepesaukee, and the Mount Washington Valley Region, which includes many skiing destinations, state parks, notches and other scenic byways. These attractions result in an influx of tourists and vacationers, especially during the summer months and the fall foliage and winter ski seasons.

During the fiscal year, Troopers initiated 19,489 motor vehicle stops, responded to 97 motor vehicle collisions, arrested 105 impaired drivers and handled 3,011 other criminal investigations.

In December, troopers from Troop E assisted the Conway Police Department in the pursuit of two suspects in a stabbing investigation at a local motel. Uniformed troopers and a Troop E K-9 unit responded. Both suspects were apprehended prior to the K-9 unit arriving, however the K-9 unit was used as





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part of an article search of the woods near the scene which resulted in the successful location and recovery of the knife that was used in the stabbing.

Also in December, Troop E troopers responded to Chatham for a report of a motor vehicle theft. During this investigation, another stolen vehicle was located near the scene that had been stolen out of Stowe, Maine near the border. This vehicle was abandoned after it had crashed. Shortly thereafter, the motor vehicle stolen out of Chatham was located abandoned and on fire after another crash. A suspect was seen fleeing into the nearby woods. A search ensued involving the assistance of the Maine State Police, the Fryeburg, Maine Police Department, and the Oxford County, Maine Sheriff’s Office. The suspect was quickly apprehended in the woods in Fryeburg by the Maine State Police. Further investigation revealed that the same suspect was responsible for two other motor vehicle thefts in Maine earlier that morning. The suspect was subsequently charged in both Maine and New Hampshire for thefts and arsons of the motor vehicles.

The Father’s Day Holiday marked the end of the 90<sup>th</sup> Anniversary of Motorcycle Week in Laconia and the end of a long week for State Police. The law enforcement strategy changed somewhat this year due to information provided by the University of New Hampshire Technology and Transfer Center. Fatal motorcycle crash data was shared with all of the Lakes Region Police Chiefs. The Belknap County Sheriff, State Police, DOT and other entities that have a stake in highway and traffic safety. This data established the specific hours of the day and on what days fatal motorcycle crashes are likely to occur during Bike Week. Fatal motorcycle collisions are likely to occur between the hours of 2:00 and 5:00 PM on the last Friday and Saturday of Bike Week. This data also revealed that the majority of fatal motorcycle collisions occur on those roadways that lead in and out of the Weirs area instead of inside the Weirs area.

Instead of massing troopers in the immediate area of the Weirs along the Northern and Southern Boulevards in an effort to provide crowd control, troopers were positioned further out along Routes 104, 106, 25, 11, and 3. Their mission was to conduct motor vehicle enforcement activities along those corridors leading in and out of Laconia. In addition, specialized enforcement details were issued in an effort to stop impaired driving and detect other crime.

Fatal motorcycle trended downward from previous years, and DWI arrests were increased. The expectation is that a similar strategy will be implemented during the 91<sup>st</sup> Anniversary of Bike Week in 2014.



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### TROOP F

Headquartered in Twin Mountain, Troop F is responsible for providing police services throughout Coos and Grafton Counties. The area comprises 39 percent of the land area of the state including 3,610 square miles of rural and rugged terrain. Within this boundary lie 74 towns and unincorporated places, two cities, and 60 miles of interstate, 3,000 miles of state and local highways and hundreds of miles of back-country roads. New Hampshire shares 42 miles of international border with Canada to the north. This region hosts over seven million vacationers who visit this part of the state during the year.

Of the 74 towns and unincorporated areas in this region, State Police personnel have primary jurisdiction in 47 towns and 12 unincorporated areas, each having a population of less than 3,000 residents. Because of the low resident populations in the many towns which make up Troop F, and due to the fact that many of the police departments in these towns are small or part-time departments, State Police personnel handle in excess of 50% of all emergency calls for service in 44 of these towns. In many towns, State Police handle upwards of 100% of the calls for service.

During this fiscal year, Troop F troopers stopped 21,388 motor vehicles, arrested 115 impaired drivers, investigated 527 traffic crashes, and conducted 1,322 case investigations which resulted in 685 arrests.

During the fiscal year, troopers worked with the United States Border Patrol and the RCMP to prevent the illegal smuggling of drugs and people including terrorism suspects, across the Canadian Border.

In August, members of Troop F responded to a domestic dispute in Warren and were met with gunfire upon arriving at the house. The troopers immediately called for assistance and after a short stand-off, the suspect was taken into custody by the State Police SWAT Unit without further incident.

In January, troopers assisted with the investigation of a homicide in Littleton in which a delusional male stabbed an elderly woman.

After several months of planning, the dispatch center at Troop F was updated with new equipment, helping the troop better serve the residents and visitors to the area.



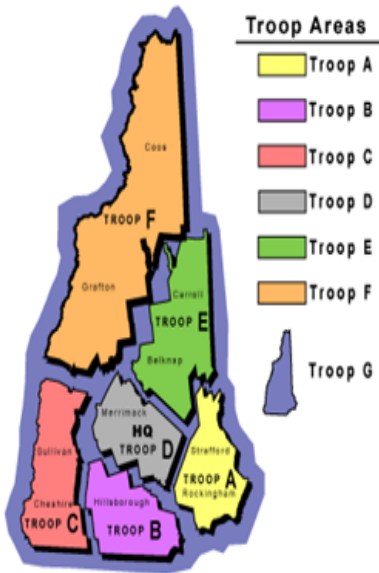
## FIELD OPERATIONS BUREAU

### TROOP G

Headquartered in Concord, Troop G provides specified enforcement of all state criminal and motor vehicle laws and rules and federal regulations governing commercial vehicles. Troop G is comprised of three primary sections: Commercial Motor Vehicle Enforcement, Field Enforcement, and the DMV task Force.

The DMV Task Force assists the Division of Motor Vehicles (DMV) in the integrity and security of operator, motorcycle, and commercial driver licenses throughout the state; oversees the certification of driver education instructors; oversees a document verification section headquartered in Concord responsible for the verification of foreign

documents presented by non-US citizens; routinely conducts commercial vehicle and school bus road skill examinations; and includes the Pupil Transportation Program which is responsible for the oversight of the state's school bus industry. During the fiscal year, the Task Force conducted 2,630 commercial driver license tests, certified 100 applicants as school bus instructors and/or commercial driving school instructors, licensed 74 driving schools, and prosecuted 36 administrative hearings pertaining to school bus drivers and/or driving schools. Troopers also generated 38 administrative actions regarding driver licenses as they pertained to fatal and/or serious personal injury accidents. As the primary criminal investigative resource for the DMV, the Troop G



investigators work closely with the Attorney General's Office Residency Task Force and the State Insurance Commission investigating all manner of fraud relating to illegal uses of DMV documents such as driver licenses, vehicle registrations and automotive titles. The troopers work closely with the US Attorney's Office, Immigration and Customs Enforcement, and with Federal Diplomatic Security to assist in the identification of illegal/undocumented persons fraudulently seeking to procure

DMV documents. Troop G investigators assigned to the DMV task force conducted 109 criminal investigations during the fiscal year.

The Field Operations section enforces the laws and rules governing the operation of 2,119 authorized NH auto dealerships and 2,645 official automotive inspection stations throughout the state. Personnel conduct classroom



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instruction and practical examinations of persons seeking certification as automotive safety inspectors; enforce the laws and rules governing approximately 10,000 currently certified automotive safety inspectors statewide and conduct physical examinations of vehicles deemed by insurance companies to have been salvaged. Troop G personnel locate and serve notice to persons eligible to be deemed Habitual Offenders; locate persons and retrieve driver's licenses and/or registration plates from those that have been suspended or revoked; prosecute all Administrative Hearings pertaining to vehicle accidents that resulted in death or serious injuries and further represent the State's interests upon subsequent petition(s) of drivers of such vehicles to have their driving privileges restored.

FY2013 was the first full year in which eight civilian Automotive Equipment Inspectors were deployed and tasked with regulatory oversight of automotive dealerships, inspections stations and safety inspection mechanics. The AEI program has proven to be extremely successful, and in conjunction with Field Enforcement troopers resulted in 1,973 initial and follow-up audits of dealerships and inspection stations, which is a substantial increase from 708 in the previous year. Field Enforcement personnel located and served notice to 394 habitual offenders, completed the testing of 428 automotive mechanics for certification as safety inspectors and examined 2,310 salvaged vehicles.

The Commercial Motor Vehicle (CMV) section of Troop G has a number of troopers



dedicated to the enforcement of federal laws and regulations governing the movement and examination of commercial trucks and buses that travel through the state involved in both interstate and intrastate commerce. Personnel are also responsible for the enforcement of regulations pertaining to maximum commercial vehicle weight limits on roads and bridges. Troop G

personnel utilize two primary fixed scale facilities to perform commercial vehicle inspections and weighing of commercial vehicles as well as semi-portable weigh trailers and portable scales at roadside location throughout the State.



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The CMV section has troopers assigned exclusively to the New Entrant Program which provides educational and technical assistance for new commercial motor carriers. The combined efforts of the Troop during the year produced 10,222 individual roadside commercial vehicle inspections and the weighing of 106,869 commercial vehicles. Troopers attached to the New Entrant Program conducted 194 motor carrier company safety audits as well as industry outreach and training events. During the year, troopers discovered 22,452 commercial vehicle violations in addition to 4,036 Out-of-Service violations where either the driver or vehicle was forbidden to operate. Troop G also has specially trained troopers who conduct Dyed Fuel testing of special fuels to insure all applicable state and federal fuel taxes have been paid. During Fiscal Year 2013 Troop G troopers inspected over 2,433 vehicles for fuel tax violations.

**CRISIS NEGOTIATION UNIT**

The goal of the Crisis Negotiation Unit is to save lives and resolve critical incidents through the use of proven verbal crisis management techniques while striving to avoid unnecessary risk and injury to law enforcement personnel, citizens and victims. The Crisis Negotiation Unit is used to diffuse potentially life-threatening situations. Members are geographically located throughout the state to allow for a quick response to situations no matter where and when they occur.

The Crisis Negotiation Unit responded to 11 calls during the fiscal year. The nature of the calls ranged from suicidal and barricaded subjects to hostage situations. Unit personnel were able to peacefully negotiate the end of a hostage situation with a heavily armed suspect in Middleton. They were also able to peacefully negotiate the end to a stand-off with an armed and barricaded suspect who fired at troopers that initially responded to his residence in Warren. The unit also took great pride in responding to Watertown, Massachusetts to assist in door-to-door searches for a suspect wanted for a terrorist bombing at the Boston Marathon.

Also during the fiscal year, members attended scenario-based training on negotiating with military personnel. The unit worked extensively with liaisons from the state prison system in preparation for incidents that may occur, due to its role as the primary negotiating unit within those facilities.

**DRILL TEAM**

The NH State Police Drill Team is the ceremonial and honor guard unit for the Division of State Police. The Drill Team participates in public and private events such as parades, sporting events, and civic ceremonies. At many of these



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events the Drill Team is used for the presentation of the National Colors. The Drill Team is also the primary unit used for police memorials and funerals.

During the fiscal year, the Drill Team participated in 25 public relations events across the state. The Drill team presented the National Colors for high profile events such as the NASCAR race in Loudon and the Highland Games in Lincoln. The team also participated in several parades, including the Portsmouth Military parade, the Loudon Old Home Day parade, the Manchester St. Patrick's Day parade, and the Hampton Winter parade. The team provided the National Colors at the NH Police Memorial and at several academy graduations at the Police Standards and Training Academy, and also participated in a multi-jurisdictional color guard at the National Troopers Coalition convention in Maine.

The Drill Team participated in the NH State Police 75<sup>th</sup> Anniversary Gala in October. The team presented the colors, performed a rifle drill routine and most hung memorial streamers on the State Police flag for the first time. These streamers carry the names and end-of- watch date for the nine troopers killed in the line of duty. They were each hung on the flag by a member of the family of the fallen trooper. Whenever the State Police flag is used, these streamers will be carried on it.

### **DRUG ABUSE RESISTANCE EDUCATION (D.A.R.E.)**

The Drug Abuse Resistance Education (D.A.R.E.) program has been a part of the New Hampshire community since 1989. The Division of State Police is responsible for overseeing the entire program throughout the state and works with D.A.R.E. America to ensure the proper delivery of the program. State Police D.A.R.E. personnel are responsible for planning and conducting the training of new D.A.R.E. officers in the Northeast Region and maintaining the certifications of current New Hampshire D.A.R.E. officers.

There are approximately 112 D.A.R.E. Officers in New Hampshire. The program was presented in almost 100 schools, and the K-4, elementary and middle school programs were delivered to nearly 10,000 students.

In December, the Northeast Regional Training Team hosted the annual D.A.R.E. Officer Training school. Twenty-four new D.A.R.E. officers from New Hampshire, Maine, Massachusetts, Connecticut, Rhode Island, and Canada were trained.

The New Hampshire State Police and the New Hampshire Motor Speedway



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hosted the 22<sup>nd</sup> Annual State Police D.A.R.E. Classic 5K Road Race in August. The event raised over \$15,000 for the program.

At the annual New Hampshire D.A.R.E. in-service training in June, D.A.R.E. Officers were updated in the new “Keepin’ it Real” Elementary Curriculum. D.A.R.E. Officers were also trained in the “Active Shooter” program from a D.A.R.E. Officer’s perspective. Also in June, the New Hampshire D.A.R.E. Officers Association hosted a two-day training in which D.A.R.E. Officers were trained in “The Brain on Drugs.”

**DRUG RECOGNITION EXPERT UNIT**

The Division of State Police has been participating in the Drug Recognition Expert program since 1991. The unit’s DRE’s are highly trained troopers skilled in the detection of drivers impaired by alcohol and drugs. This is accomplished by administering a standardized and systematic evaluation of a suspect, that includes a breath test, an interview of the arresting officer, a series of psychophysical tests, checks of vital signs, and a series of eye examinations including measuring pupil sizes under various conditions of light. At the completion of the evaluation a DRE is able to provide an opinion on a category or categories of drugs, which may impair the suspect from safely driving a motor vehicle. This opinion is then confirmed by toxicology results from a blood test.

With its 27 Drug Recognition Experts, the unit collectively conducted 115 evaluations for prosecution. Some of the drug categories identified were Central Nervous System Depressants, Central Nervous System Stimulants, Narcotic Analgesics, and Cannabis.

During the fiscal year, two groups of DRE candidates traveled to the Maricopa County Jail in Phoenix, Arizona and conducted a total of 60 training evaluations.

Also during the fiscal year, DRE instructors provided alcohol and drug training to recruits and in-service officers at The Police Standards and Training Academy. Instruction was provided to several diversified organizations at various conferences, including the Annual School Nurses Conference, the Driving Towards Zero Annual Technical Transfer Conference, the Northeast Transportation Safety Conference, the Driver’s Education Conference, the Pharmacist Continuing Education Conference, the Seacoast Regional Drug Summit, the NH Medical Association Conference, and the RLEN Conference.

Additionally members from several groups were educated, including: The Concord Safe Community Group, The Child Fatality Review Committee,



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Pinkerton Academy, The Derry Fire Department, The NH Bureau of Alcohol & Drugs, The NH Training Institute on Addictive Disorders, NH Department of Transportation, Visiting Caregivers, The NH Sheriffs Association, NH Medical Examiners, and several NH police departments and hospitals.

### EXPLOSIVES DISPOSAL UNIT

The Explosives Disposal Unit takes custody and disposes of all found, abandoned, forfeited, and seized materials and devices containing explosives, explosive materials, or explosive chemicals. Unit members are trained and equipped to assess, diagnose, and if required, render safe any suspicious packages or improvised explosive devices. The Explosives Disposal Unit is available to support agencies in protection details when there have been threats involving the use of explosives. The Explosives Disposal Unit members are trained to conduct post-blast investigations, provide technical support to investigators in the area of explosives and hazardous devices, and testify in court as persons with special knowledge in the field. The unit also has explosive storage magazines for the safe storage of explosives and explosive materials that are seized in criminal investigations, or otherwise in the custody of public safety agencies. The Explosives Disposal Unit has certified explosive detection canine teams available to respond anywhere in the state.

All troopers assigned to the unit receive their bomb technician training and certification at Redstone Arsenal in Huntsville, Alabama and are required to recertify every three years. In addition to the bomb technician certification, unit members are trained to the Hazardous Materials Technician level through an accredited program from the International Association of Firefighters.

The Explosives Disposal Unit maintains a fully equipped emergency response vehicle in Concord. To aid in the safe removal of explosives, chemicals and improvised explosive devices, the unit utilizes a NABCO TCV (Total Containment Vessel) that is designed for the total containment of up to ten pounds of C-4 plastic explosives, and also designed to safely contain chemical, biological or radiological hazards that may be encountered.

There were 212 total requests for service during this reporting period.

### K-9 UNIT

The teams, comprised of a specially trained trooper and dog, are geographically assigned to all troops in the state. All teams are trained and certified to New England State Police Administrators' Compact (NESPAC)





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standards. The K-9 Unit continues to provide in-service training for local police canine teams from Plymouth, Londonderry, Pittsfield, Middleton, Plaistow, Laconia, Goffstown, and Manchester. Additionally, the K-9 Unit hosted a Narcotics Detection school in the fall, and a Patrol school in the spring.

During this reporting period, the K-9 Unit was involved in 744 missions, which included narcotic detection, tracking, evidence recovery, building searches, public relations demonstrations, cadaver detection, and crowd control.

*Narcotic Detection* - Narcotic teams assisted several communities with school searches, and assisted the Department of Corrections and Sheriff’s Departments with correctional facility searches. They also assisted United States Customs, United States Postal Inspectors, The Drug Enforcement Agency, Immigration and Customs Enforcement, and local agencies with the detection of hidden compartments, cash and illicit drugs on the highways and in homes.

A team stopped a motor vehicle on I-95 in Greenland. The K-9 alerted on the vehicle to the odor of narcotics. A search of the vehicle resulted in the seizure of 11 ounces of cocaine.

A team conducted a search warrant at a residence in Manchester. The search resulted in a positive alert on a safe containing illegal narcotics and \$6,000 in U.S. currency.

A team assisted the Narcotics Investigations Unit with a package search at a commercial shipping company. The canine gave a positive alert on the suspected package, which resulted in a search warrant and the seizure of three pounds of marijuana.

*Patrol* - Patrol teams were called upon to locate missing persons and evidence of crimes, and to search for wanted suspects.

In April 2013 the State Police Special Weapons and Tactics Unit was activated to respond to Massachusetts as a NESPAC request to assist in the search for the Boston Marathon bombing suspect. Two canine teams, also assigned to the SWAT Unit, searched numerous houses throughout the neighborhoods in the area where the suspect was finally located.

A team responded to Conway to assist in locating a knife that was used in a serious stabbing. The canine team searched a large wooded area and located the knife, which was a critical piece of evidence in the investigation.



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A team assisted the Derry Police Department with tracking burglary suspects. The track from the residential burglary resulted in the canine team locating two suspects and stolen electronic equipment.

A team assisted the Windham Police Department locate two home invasion suspects. The canine team tracked through a residential area and located the first suspect. The team continued to track and located the second suspect hiding on top of a shed.

A team assisted the Concord Police Department in locating a missing disabled child. The child had left his residence during the night and could not be located. The canine team tracked through a residential area and located the child sleeping in the woods approximately  $\frac{3}{4}$  of a mile from the residence.

A canine Trooper assisted in the search of a lost woman and her two young children in the woods in Exeter. The canine team conducted a lengthy track and located the three missing persons in the woods.

*Cadaver Detection* - The cadaver detection teams assisted the Major Crime Unit with several investigations, including cold cases. The NH Department of Fish and Game was also assisted with searches of missing persons.

*Crowd Control* - The K-9 Unit provided crowd control support for large events at NH colleges and during Motorcycle Week in June in Laconia.

### MARINE PATROL

Headquartered in Gilford, the Marine Patrol Bureau is charged by statute to enforce the State's boating laws and rules, to provide educational opportunities for the boating public, and to install and maintain the state's aids to navigation. Marine Patrol routinely patrols approximately 975 public bodies of water throughout the state. Its jurisdiction includes any public body water greater than 10 acres in size which includes lakes, ponds and rivers. Marine Patrol also routinely patrols the Atlantic Ocean coastline, Hampton Harbor, Rye Harbor, Great Bay and its estuary.

During the fiscal year, Marine Patrol personnel certified 5,985 new recreational boat operators, issued 4,722 mooring permits and 455 water event/slalom course permits, and investigated 38 reportable boating accidents. In addition, over 3,000 aids to navigation were maintained. This includes navigation lights on bridges.

In July, Marine Patrol officers were called to the scene of a missing person on



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Northwood Lake. It was reported that the passenger of a powerboat fell overboard while riding in the bow and was never recovered. During the initial investigation, the operator of the boat was charged with Boating While Intoxicated. With the assistance of Department of Fish and Game divers, the victim was recovered and it was discovered that he had been struck by the boat upon which he had been a passenger. The charges against the operator were upgraded to negligent homicide.

In October, Marine Patrol assisted with the high profile search for homicide victim, Lizzi Marriott on the Piscataqua River. Using high-tech side scan sonar and a remote operated vehicle equipped with lights and cameras, officers and troopers scoured the shorelines, tidal pools, and back channels for weeks. In addition to the use of these technologies, hundreds of hours were spent searching around docks, lobster pots, moorings, and other areas of interest. The body has never been recovered.

Also in October, Marine Patrol received the report of boat theft from the Wentworth Marina. A large cruiser valued in excess of \$230,000.00 was stolen off the dock and operated out of the area. Marine Patrol Officers conducted numerous interviews, engaged the recreational and commercial boating community, and reviewed hours of security video footage as part of the investigation. The vessel was recovered in Chelsea, Massachusetts and with the assistance of the Major Crime Unit, the person has been charged.

**MOTORCYCLE UNIT**

The Motorcycle Unit has been a high visibility, high impact traffic law enforcement tool as well as a positive public relations tool. During the riding season, Motorcycle Unit members are assigned to the Special Enforcement Unit and operate within their respective troop areas as needed.

Members of the Motorcycle Unit are assigned to numerous special duty assignments and public relations events, to include the annual Motorcycle Week in Laconia, the D.A.R.E. Classic 5K, the New Hampshire Police Memorial Ceremony and the N.H. Cadet Academy graduation.

Unit members also conducted targeted motor vehicle enforcement details this year with the Manchester and Portsmouth Police Departments.

**New Hampshire Hospital Security**

Members of the New Hampshire Hospital Security Unit provide police coverage to the Hugh Gallen State Office Complex, which includes the New Hampshire



## FIELD OPERATIONS BUREAU

# DIVISION OF STATE POLICE

to the Hugh Gallen State Office Complex, which includes the New Hampshire Hospital, and numerous state agencies. They enforce federal, state, and local laws, and internal policies and procedures. Additionally, personnel provide general and specialized services to customers by providing a safe and secure environment that allows patients/residents, employees, volunteers, and visitors to deliver and receive quality services. The campus population on a typical business day ranges from 2,500-3,000 people. The New Hampshire Hospital Security Unit coordinates with various non-profit and local organizations in planning events that use the campus as the venue, focusing on traffic and crowd control. The events bring thousands of additional people to the campus.

Campus Officers responded to 13,210 calls for service during the fiscal year, which included 623 calls for assaults/attempted assaults, 88 threats, 205 DVO (Domestic Violence Order) services, 120 sex offender registrations, 55 arrest warrants, and 45 reports of Criminal Mischief.

### **PUBLIC RELATIONS UNIT**

The Public Relations Unit offers the citizens of New Hampshire presentations, lectures, seminars, informational campaigns and demonstrations presented by State Police personnel. Law enforcement topics of interest range from Alcohol and Drug Abuse, Career Day/Fairs, Drug Recognition Expert (DRE), K-9 Demonstrations, Motorcycle Unit Escorts, Explosives Disposal Unit, Prescription Drug Diversion, Aircraft Unit, Parades, Color Guard, Tours, Safe Driving, Personal Safety, Internet Safety, Domestic Violence, Forensic Laboratory, Driving Towards Zero (DTZ), Marine Patrol, Federal Motor Carrier Rules and more. Every troop and unit contributes to the success of the Public Relations Unit by committing the appropriate personnel with the most up-to-date information available for their presentations. There were 186 requests honored during this fiscal year.

### **SPECIAL ENFORCEMENT UNIT**

Since 1980, the Special Enforcement Unit has been of service to the citizens of New Hampshire. The Special Enforcement Unit's primary mission is to monitor traffic and enforce motor vehicle laws with the goal of making the highways safer. This is accomplished through the use of a Cessna airplane, marked and unmarked cruisers, and police motorcycles. Additionally, the Special Enforcement Unit uses a Bell helicopter to provide assistance in searches for missing and wanted persons, drug surveillance, Presidential and Vice-Presidential security, observation of disaster damage, and aerial photography of both traffic collisions and crime scenes.



**FIELD OPERATIONS BUREAU**

In Fiscal Year 2013, the CESSNA flew 198 traffic enforcement missions throughout the state equating to 605.5 flight hours and resulting in 6,287 event numbers. These efforts helped to remove some of the most aggressive drivers from New Hampshire’s roadways. Of the total event numbers, 362 were for speeding offenses in excess of 90 MPH.

In November, during a traffic flight, the plane assisted units in Rockingham County with the search of a burglary suspect fleeing from police.

In May, the plane assisted in a search for a missing person in a canoe on the Connecticut River in Monroe, NH. Also in May, the plane assisted the Concord Fire Department in locating an isolated fire in a wooded area.

In June, the plane crew assisted troopers in Troop E with a search for a stolen vehicle after the operator fled from troopers. Troopers in the plane were able to locate the stolen vehicle, which was actively on fire at the time.

In Fiscal Year 2013, the State Police helicopter flew 140 hours for search and rescue and other law enforcement related missions. The U.S. Secret Service requested the helicopter for 14 separate missions to assist with the security of Presidential candidates during the busy election season.

In July, troopers assisted in a 3-day day search with the helicopter for a missing Rumney man diagnosed with Alzheimer’s disease.

In September, troopers searched with the helicopter in Kingston for two missing persons in a canoe. By utilizing the FLIR thermal imaging camera, troopers located the missing persons and guided the rescue crews to their location.

In October, troopers assisted in a large-scale search with the helicopter in the seacoast area for a missing UNH student.

**SPECIAL EVENTS RESPONSE TEAM(SERT)**



The Special Events Response Team (SERT) consists of 50 troopers extensively trained in riot control formations and Mobile Field Tactics. SERT members are routinely assigned to the NH Motor Speedway races and the Laconia Classic. Historically, the team is activated and assigned in the towns of Durham, Keene and Plymouth during sporting championship events involving the Boston Red Sox and the New England Patriots and Homecoming events. Additionally, the team is utilized during searches for missing persons.

## FIELD OPERATIONS BUREAU

# DIVISION OF STATE POLICE

### **SPECIAL WEAPONS and TACTICS (SWAT) UNIT**

The mission of this unit is to ensure public safety by resolving high risk incidents that are beyond the capability of patrol units, maintaining a high state of readiness through training, dedication, and professionalism. The New Hampshire State Police SWAT Unit was established in 1972 and is comprised of 22 troopers from troop stations around the state.

During the fiscal year, the SWAT Unit was activated eight times, responding to communities all over New Hampshire and also in Watertown, Massachusetts. The deployment to Massachusetts was in response to a request through New England State Police Administrator's Compact for assistance with the search for one of two subjects responsible for the Boston Marathon terrorist bombing incident. Seventeen troopers consisting of 13 SWAT Unit members, two EOD Unit members and two Crisis Negotiations Unit members actively combed outbuildings and residences within the Watertown area.

The unit resolved four barricaded subject incidents, one each in the communities of Warren, Danville, Atkinson and Madison. The SWAT Unit also served two high-risk search warrants for drug distribution related offenses in New Ipswich and Ossipee.

In January, a male subject obtained several weapons including a high capacity assault style weapon, and began roaming a neighborhood in the area of Lakeshore Drive in the town of Middleton. This subject forced his way into a residence at gunpoint and held the female occupant against her will for several hours. The SWAT and the Crisis Negotiation Units responded immediately to secure the safe release of the innocent woman. Several members of the SWAT Unit formed an immediate reaction team and were staged to quickly gain entry into the residence to stop the threatening individual if required. Meanwhile, crisis negotiators established a dialogue with the hostage taker and continued to leverage the release of the hostage. As daylight transitioned to darkness, the hostage taker allowed the woman to leave the residence and, within 30 minutes, surrendered to the custody of the SWAT Unit.

The SWAT Unit continues to prepare Division members and local law enforcement in the response to an active shooter incident. After the Newtown, Connecticut tragedy, efforts were renewed to improve readiness within law enforcement, school districts and New Hampshire communities. Trainers from the SWAT Unit collaborated with the Governor's Office, the Division of Homeland Security and Emergency Management, Primex, and the Police



## **FIELD OPERATIONS BUREAU**

Standards and Training Council to establish realistic training for New Hampshire law enforcement. This effort, which continues today, will ensure an immediate, decisive response by law enforcement if ever the situation arises in this state.

### **STATE HOUSE SECURITY**

The mission of the New Hampshire State Police Capital Security Unit is to provide high-level security to the State House complex. This includes the State Capitol building, the Legislative Office Building and the State House Annex. Unit members work with the State Police Executive Security Unit, the NH General Court Protective Services Unit, the Concord Police Department and the U.S. Secret Service. Unit members are required to maintain a politically neutral status while demonstrating a high level of law enforcement professionalism and fairness to all elected officials, visiting dignitaries, employees and citizens.

### **TECHNICAL ACCIDENT RECONSTRUCTION (TAR) UNIT**



Crash Testing at the Motorcycle Reconstruction Course

The Technical Accident Reconstruction Unit (TAR) consists of 14 members who have received specialized training in the field of motor vehicle collision investigation. Unit members receive specialized training in Motor Vehicle Crash Reconstruction, Crash Data Retrieval, Forensic Mapping, Computer Aided Drawing, and using the Vericom Brake Testing Computer. Unit personnel respond throughout the state to assist, investigate and reconstruct serious motor

vehicle collisions involving technical issues and/or unusual circumstances.

During Fiscal Year 2013, unit members collectively conducted 72 in-depth investigations. Over half of the cases resulted in various felony and misdemeanor charges from Negligent Homicide to Negligent Driving, and are pending litigation in Superior and District Courts throughout the State. The Unit was also called upon by several County Attorney Offices (Rockingham, Hillsborough, Cheshire and Merrimack) and the Office of the Attorney General to review different local police department cases. Unit members were also called upon to assist with several police cruiser-involved crashes, both local police and State Police.



## FIELD OPERATIONS BUREAU

In September, two Unit members were fortunate to attend the 2012 Pennsylvania State Police Crash Reconstruction Seminar, a three-day course hosted annually by Pennsylvania State Police. The seminar featured nationally recognized crash recognition experts and was exclusive to law enforcement officers.

In May, the State Police TAR Unit hosted a Motorcycle Reconstruction course at the New Hampshire Police Standards and Training Council Facility. In addition to Unit members, personnel from several local police departments attended. Due to the high number of serious and fatal motorcycle crashes in recent years, the course was very relevant.



2013 New Hampshire State Police TAR Unit with Colonel Quinn, Major Conte, Captain LeLacheur and Lieutenant Shapiro

For More Information, please visit:

[www.nh.gov/safety/divisions/nhsp/index.html](http://www.nh.gov/safety/divisions/nhsp/index.html)





**INVESTIGATIVE SERVICES BUREAU**

**INVESTIGATIVE SERVICES BUREAU**

The Investigative Services Bureau directs and coordinates the Division’s investigative operations through its specialized units: Major Crime, Narcotics and Investigations, Terrorism and Intelligence, and Polygraph. The Bureau’s programs, equipment, training and technical expertise complement its personnel and make a comprehensive and coordinated statewide resource for providing police investigative services. These investigative services are provided to federal, state, county and local law enforcement agencies, including the NH Department of Justice.

**MAJOR CRIME UNIT**

Located in the Investigative Services Bureau, the Major Crime Unit was created out of the necessity for highly trained, task-specific investigators assigned to handle egregious and sensitive offenses. Specialized sections within the unit include: Crime Scene Services, Computer Crimes, Cold Case Squad Functions, Family Services, Amber Alert, Missing Persons, and a Liaison to the Department of Corrections. Unit personnel serve in partnership with other law enforcement agencies on a variety of joint projects, including the New England State Police Information Network (NESPIN), the FBI’s Violent Criminal Apprehension Program (VICAP), the Northeast Regional ViCAP (NERV), Violent Crime Linkage Analysis System (VICLAS), Homicide Assessment & Lead Tracking (HALT), the Child Abduction Serial Killer Unit (CASKU), and the National Center for Missing and Exploited Children (NCMEC).

Unit members work in cooperation with prosecutors from the United States Attorney’s Office, the New Hampshire Attorney General’s Office, and the various County Attorney’s offices during their investigations, up to and including arraignment, indictment and trial.

In Fiscal Year 2013, the Major Crime Unit conducted 99 investigations to including 13 homicide investigations. The homicides included two fatal police-involved shootings during which the officers were found to be justified and no charges filed. One of the other 11 homicide investigations was a murder/suicide resulting in the death of the offender.

All of the remaining homicides have been cleared with an arrest. There were no unsolved homicides during this fiscal year. Additionally the Major Crime Unit was able to make an arrest and get a conviction on a 2008 homicide.

The Major Crime Unit conducted 9 other death investigations. These investigations included a death in the State Prison and several suspicious deaths that were later determined to be either suicides or accidental deaths.



# INVESTIGATIVE SERVICES BUREAU

## DIVISION OF STATE POLICE



Members of the Major Crime Unit with Colonel Quinn and Captain Parenteau

The Major Crime Unit's Prison Liaison handled 25 Fugitives from Justice cases in the several State Prisons. The liaison also covered six escapes and processed seven in-state warrants. The Prison Liaison conducted 19 other investigations to include three drug investigations including three investigations concerning the Delivery of Contraband to inmates, one sexual assault, two assaults, and one possession of child pornography.

The Major Crime Unit was involved with several other high profile situations during the fiscal year that included four non-fatal police-involved shootings, a violent home invasion in Bedford, a double shooting in Farmington, and an Aggravated Felonious Sexual Assault in Mont Vernon.

### **NARCOTICS and INVESTIGATIONS UNIT**

The Narcotics and Investigations Unit investigates all drug and vice-related crimes while maintaining a staff of undercover personnel and specialized equipment, including a state-of-the-art wiretap facility. The activities performed by the Unit include undercover and controlled buys of illegal drugs, some of which are marijuana, cocaine, crack-cocaine, and heroin. Working in collaboration with other law enforcement agencies, some members of the unit



## INVESTIGATIVE SERVICES BUREAU

# DIVISION OF STATE POLICE

are assigned to task forces such as the NH Attorney General's Drug Task Force, the FBI Safe Streets Program, and DEA High Intensity Drug Trafficking Area Organization.

The unit investigated a total of 111 cases during the fiscal year. These cases involved marijuana, cocaine, heroin, methamphetamine, bath salts, anabolic steroids, oxycodone and other prescription drugs. Last year's rise in cases involving controlled prescription opiates has triggered a recent explosion of heroin abuse. Methamphetamine cases have increased in the state as well.

During the fall, an undercover trooper was able to infiltrate a mid-level cocaine dealer in Manchester. With the assistance of the Manchester Police Special Investigations Unit, the Narcotics and Investigations Unit made a series of undercover purchases which eventually led to the execution of a search warrant and the arrest of this subject. Two Mercedes Benz automobiles, cocaine and \$66,425.00 in cash were seized as a result of this investigation.

Troopers in the Unit, with the assistance of the Manchester Police Special Investigations Unit, identified and successfully infiltrated an indoor marijuana growing operation in February 2013. This investigation, which spanned several months, led to the arrest of one individual as well as the seizure of 27 plants and over 15 pounds of marijuana. Additionally, anabolic steroids were seized along with over \$48,000.00 in cash.

In the winter of 2013, an undercover trooper made numerous controlled buys of cocaine from a mid-level target in Manchester. With the assistance of the Manchester Police Special Investigations Unit as well as several other local agencies, a source of supply was identified. During the execution of a search warrant by Manchester Special Weapons and Tactics team, one individual was arrested, and cocaine, nine weapons, and over \$46,000.00 in cash were seized.

The Drug Diversion section is responsible for investigating all diverted prescription medication cases and crimes such as "doctor shopping" or passing fraudulent prescriptions. The Drug Diversion section investigated 43 cases during this reporting period. These investigations resulted in the arrest of 22 individuals. Additionally, the Drug Diversion section provided training and made educational presentations to personnel at 25 police departments and medical facilities. The Marijuana Eradication Program involves members of the unit working in cooperation with local jurisdictions in an effort to eradicate growing marijuana. A total of 17 grow sites were located and 473 plants were identified and eradicated. These cases led to the arrests of 6 individuals.



# INVESTIGATIVE SERVICES BUREAU

During the fiscal year, the Unit has been involved in several large scale, long term drug investigations that are time consuming and labor intensive. Members of the Narcotics and Investigations Unit have worked in conjunction with a number of other local, state and federal law enforcement agencies on these investigations, which are ongoing.

## NIU STATISTICS

*July 1, 2012 — June 30, 2013*

|   |                |
|---|----------------|
| Initiated Investigations                              | 111            |
| Arrests/Indictments                                   | 38             |
| Search Warrants                                       | 14             |
| Seized Currency Equitable Share RCVD from NIU         | \$378,080.16   |
| Seized Currency Equitable Share RCVD from HIDTA Cases | \$55,137.69    |
| Seized Currency NIU and Assist Investigations         | \$232,907.00   |
| Restitution Checks Received                           | \$7,195.00     |
| Cocaine   | 781.84 grams   |
| Crack Cocaine   | 182.3 grams    |
| Marijuana   | 28842.13 grams |
| Heroin  | 1511 grams     |
| Methamphetamine                                       | 342.5 grams    |
| MDMA  | 606.82 grams   |
| Morphine  | 50 pills       |
| Oxycodone   | 923 pills      |
| Vicodin   | 500 pills      |
| Anabolic Steroids                                     | 132.71 grams   |
| Bath Salts  | 2915 grams     |
| Seized Vehicles                                       | 8              |
| Illegal Weapons                                       | 13             |

**DIVISION OF STATE POLICE**



## INVESTIGATIVE SERVICES BUREAU

### DIVISION OF STATE POLICE

#### **POLYGRAPH UNIT**

The Polygraph Unit has been providing forensic polygraph services since 1970. The Polygraph Unit is comprised of expertly trained and certified Forensic Polygraph Examiners. These examiners provide a valuable investigative tool to local, county, state, and federal law enforcement agencies, as well as to the Department of Corrections, the Office of the Attorney General, and the various County Attorney's Offices. The Polygraph Unit administered 81 examinations during the fiscal year.

The polygraph examiners routinely tasked with applying their investigative training and experience, their forensic polygraph skills, their interviewing techniques, statement analysis, and body language interpretation, that confirm or dispel suspicions of individuals of being involved in criminal activities. Combining these skills with the polygraph instrument as an investigative tool enables the examiners to identify and narrow relevant investigative issues, identify culpable individuals, obtain admissions and confessions, and / or uncover previously unknown information, all of which aids in bringing investigations to a logical conclusion, or, at a minimum, aiding investigators in identifying and deploying the needed investigative resources in the most useful and efficient manner possible to move an investigation forward.

Some of the most common polygraph exams the State Police Polygraph Unit conducts include exams related to homicides, sexual assaults, child abuse, arson, drug investigations, burglaries, thefts, and other physical assaults. Other exams provided by the Polygraph Unit include exams on informants, exams related to asset forfeiture proceedings, statement verifications, and evidence connecting or evidence searching exams.

The Polygraph Unit is also tasked with administering examinations as part of the law enforcement employment selection process for all New Hampshire State Trooper candidates as well as applicants seeking employment with Marine Patrol and the Fire Marshal's Office, Homeland Security and Emergency Management, and with other state agencies. The other agencies that utilize the State Police Polygraph Unit for

pre-employment screening exams include, but are not limited to: the Department of Fish and Game, and the Liquor Commission Enforcement Bureau. The Polygraph Unit also conducts pre-employment exams for local law enforcement agencies upon request.

#### **TERRORISM INTELLIGENCE UNIT**

As part of the New Hampshire Information and Analysis Center (NHIAC), it is



## INVESTIGATIVE SERVICES BUREAU

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the responsibility of the Terrorism Intelligence Unit (TIU) to collect and analyze intelligence information relating to criminal and terrorist activity and to coordinate the dissemination of this intelligence among state, federal, county and local law enforcement agencies, ensuring compliance with the guidelines set forth within 28CFR, Part 23 of the Code of Federal Regulations and New Hampshire statute RSA Chapter 651-F.

The Terrorism Intelligence Unit consists of a State Police Sergeant, who serves as the Director of the NHIAC, two troopers, and two intelligence analysts. All personnel in this unit are assigned to the NHIAC, with the exception of one trooper who is assigned to an FBI task force.

Intelligence/Information Liaison - The Terrorism Intelligence Unit maintains links to local, state and federal law enforcement agencies throughout the nation and world, including the FBI's New Hampshire Joint Terrorism Task Force (JTTF) and the United States Attorney's Anti-Terrorism Advisory Council (ATAC).

The Intelligence Unit is the Division's liaison with the Financial Crimes Enforcement Network (FinCEN), the National White Collar Crime Center (NW3C), the Regional Information Sharing System (RISS) through the New England State Police Information Network (NESPIN), the El Paso Intelligence Center (EPIC), the International Criminal Police Organization (INTERPOL), Law Enforcement Online (LEO), the Homeland Security Intelligence Network (HSIN), and the Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI) in conjunction with FBI's eGuardian portal.

In Fiscal Year 2013, the unit continued its presence at the New Hampshire Office of the FBI by assigning a trooper to the United States Attorney's Joint Terrorism Task Force (JTTF). The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity within the state.

The Terrorism Intelligence Unit continued to maintain contact with the United States Department of Homeland Security (DHS), through the Homeland Security Information Network (HSIN). This communications system delivers real-time interactive connectivity among state and local partners and with the DHS Homeland Security Operations Center.

The Terrorism Intelligence Unit is also an active participant in the New England State Police Administrative Compact (NESPAC) intelligence working group, and hosted bi-monthly law enforcement analyst working group meetings.



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Information/Intelligence Processing - The Terrorism Intelligence Unit receives information from numerous law enforcement sources across the country and reviews this information to determine the relevancy to New Hampshire law enforcement. Depending on the relevance, information is then disseminated to the appropriate stakeholders, stored or discarded if it does not meet the storage requirements of 28CFR Part 23 or NH RSA Chapter 651-F. The unit also reviews New Hampshire Motor Vehicle foreign-national driver license applications. Once reviewed, any information is forwarded to Immigration and Customs Enforcement for further review.

| FY 2013 TIU Statistics   |      |
|--|------|
| Information Received & Reviewed from Other Agencies (i.e. bulletins, assessments, etc) | 4461 |
| Foreign National Driver's License Requests Reviewed                                    | 4126 |
| Intelligence/LENS Deconfliction Reports Processed                                      | 706  |
| NHSP Arrest Reports processed  | 4554 |
| Email Tips Reviewed & Vetted   | 52   |
| Number of Officers Trained in LINX currently   | 437  |

The Terrorism Intelligence Unit is charged with processing intelligence reports and LENS (Law Enforcement Name Search) reports dealing with individuals involved in criminal activity. All arrest reports by State Police personnel are processed by the TIU. Tips and leads regarding criminal activity or wanted subjects are monitored and reviewed by the TIU. Tips and leads are phoned in or sent to the Investigative Services Bureau via the State Police web portal. The TIU is responsible for vetting the information and forwarding the information to the appropriate jurisdictions for investigation.

The Terrorism and Intelligence Unit continues to develop and maintain the Law Enforcement Information Network Exchange (LINX), a central computerized criminal intelligence/information management system designed for the purpose of assisting state and local law enforcement agency personnel in ongoing multi-jurisdictional investigations and prosecutions.

During this period, the unit continued to provide LINX User Training to local and county officers as well as State Police Division members. To date, 272 officers representing 77 agencies and 165 State Police Division members have been trained and have access to the LINX system.



Information Dissemination and Requests for Service - Two of the primary missions of the Terrorism Intelligence Unit are sharing information and handling requests for service in the form of case support for law enforcement investigations at the state, local and federal level. These responsibilities are conducted in association with the duties of the Information & Analysis Center

## SUPPORT SERVICES BUREAU

(see IAC section for additional information).

Protecting Civil Rights and Civil Liberties - The Information and Analysis Center, of which the Terrorism Intelligence Unit is a component, takes extremely seriously its statutory and its moral obligations to ensure that any criminal or terrorism intelligence information received or disseminated in any way, shape or form is subjected to a stringent verification process before it is entered into a database, that there is a criminal predicate involved, and that the information is re-evaluated periodically and deleted when it becomes stale or has been proven not to be useful.

Activities are guided in this regard not only by the provisions of 28 CFR 23, but also by RSA Chapter 651-F, New Hampshire's more stringent personal privacy statute. Whichever statute provides the most protection for personal privacy in a particular case is the one that takes precedence.

Strict oversight of the IAC is provided by the Assistant Commissioner of the Department of Safety, the Advisory Council on Emergency Preparedness and Security (ACEPS) and its Intelligence Subcommittee (see pg. 22 of this Annual Report).

### SUPPORT SERVICES BUREAU

The Support Services Bureau provides many behind-the-scene services necessary to keep the Division functioning. The bureau is comprised of Auxiliary Troopers, Communications Maintenance, Criminal Records, Fleet Maintenance and Equipment Supply, Headquarters Communications, National Crime Information Center, Permits and Licensing, and Recruitment and Training.

#### **AUXILLARY TROOPERS**

The auxiliary troopers are certified part-time sworn troopers who provide services by assisting Division members with public relation events, communications, patrol, traffic control, and select background and criminal investigations. A number of retired troopers have joined the auxiliary force, bringing vast investigative experience that has been utilized for conducting applicant background investigations and assisting the Major Crime Unit. Auxiliary troopers also participated in details such as Motorcycle Week in Laconia, race events at the New Hampshire Motor Speedway, county fairs, and civic activities.





## SUPPORT SERVICES BUREAU

# DIVISION OF STATE POLICE

### COMMUNICATIONS MAINTENANCE UNIT

The Communications Maintenance Unit is responsible for the installation, programming, and servicing of two-way voice and data communications equipment owned or operated by all Divisions within the Department of Safety and other State agencies including the Department of Resources and Economic Development, the Department of Fish and Game, and state and local public safety entities. During the fiscal year, the unit logged 4,342 work orders for the installation or repair of mobile, portable or fixed communications equipment.

During Fiscal Year 2013, Section personnel worked side by side with contractor personnel on a major grant funded project under the U.S. Department of Homeland Security (DHS) and the American Recovery and Reinvestment Act (ARRA). The grant allowed the purchase and installation of IP-based microwave infrastructure equipment for the Public Safety Interoperability Communications (PSIC) project and the Broadband Technologies Opportunity Program (BTOP) initiative. The system installation and acceptance testing is nearly finished with full completion expected by December 2013. Once accepted, the upgraded statewide IP interconnect network, known as NHSafeNet, will support a shared multi-discipline communications infrastructure in a partnership arrangement with the NH Department of Environmental Resources and Economic Development, NH Department of Transportation, the University of New Hampshire, the NH Public Television, and the NH National Guard.



## SUPPORT SERVICES BUREAU

# DIVISION OF STATE POLICE



Section personnel provided installation, software programming, and unit-level repair services to State Police cruisers equipped with multiple versions of communications devices. A purchase of Motorola APX7000 portable radios provided a much needed replacement of older Motorola XTS 3000 portable radios, some dating back to 1996. Updated laptop computers and wireless air card systems have been installed into State Police

vehicles. The systems enable troopers in the field to have direct access to cell carrier services through the use of the devices installed in their vehicles such as bar code readers, driver license scanners, and on-board E-ticket printers. Installation of these devices is scheduled to continue through the remainder of 2013 with full completion expected in the summer of 2014.

### CRIMINAL RECORDS UNIT

The Criminal Records Unit maintains the state's Criminal History Record Information (CHRI) Repository, the Automated Fingerprint Identification System (AFIS), and the Uniform Crime Reporting (UCR) System.

Central Repository – During this reporting period, 128,379 CHRI requests, 100,039 court dockets, 4,910 annulments, and 74,611 criminal and applicant tenprints were processed by the Central Repository. J-One's electronic transfer of docket information between the courts and the Central Repository is now fully implemented, and the next phase of J-ONE, the transfer of arrest data from our law enforcement agencies, is now in the testing stage. Another significant milestone, the Criminal Records Invoicing System (CRIS) is in its final testing stage and will enable the processing of credit card and cash payments for CHRI records at our remote applicant livescan sites.

Automated Fingerprint Identification System (AFIS) –The Biometric Identification Section's AFIS system continued with its upgrade, through National Criminal History Improvement Program (NCHIP) federal funding to enable a seamless unilateral interface from the AFIS to the criminal history repository, to automatically populate arrest demographic data. Additional system improvements are being sought to enable "batch scanning" of inked fingerprint cards for more rapid processing and electronic data transmittal to the FBI criminal history record database.



## **SUPPORT SERVICES BUREAU**

Uniform Crime Reporting – During this reporting period the Uniform Crime Report (UCR) Section provided NIBRS (National Incident Based Reporting System) training in each of the Valor Records Management training sessions held during the months of August and September 2012. The Section continued its involvement with the ongoing support and testing of the NIBRS component with the new Records Management System.

In August 2012, the UCR Section sponsored a two-day National Incident Based System (NIBRS) training conference at NH Technical Institute’s Grappone Hall. New Hampshire’s NIBRS liaison with the FBI conducted the training class to the law enforcement community, which was once again very well received. Continuing to be instrumental in providing NIBRS training to the law enforcement community, the Section has provided training to 15 law enforcement agencies that did not attend the FBI conference.

January 1, 2013 began the collection of the new FBI property and location codes. The UCR Advisory Policy Board has approved the additional offenses of bias and ethnicity codes; however, our current NIBRS Repository is insufficient handle these additions. Efforts are underway between the Section and the Department of Justice to procure funding for a new Repository.

The UCR Section also provides statistical reports to the media, the public, other state agencies, and the federal government.



For More Information, please visit:

[www.nh.gov/safety/divisions/nhsp/index.html](http://www.nh.gov/safety/divisions/nhsp/index.html)



# SUPPORT SERVICES BUREAU

## DIVISION OF STATE POLICE

| *Preliminary Statewide Crime Statistics for 07\01\2012 to 06\30\2013 |                    |         |         |         |       |
|--|--------------------|---------|---------|---------|-------|
| New Hampshire NIBRS Offenses   | **Number of Crimes |         |         |         |       |
| Offense Description  | Q3 2012            | Q4 2012 | Q1 2013 | Q2 2013 | Total |
| Total  | 20,304             | 16,766  | 14,713  | 16,239  | 68022 |
| Murder and Non-negligent Manslaughter                                | 2                  | 3       | 2       | 9       | 16    |
| Negligent Manslaughter   |                    | 1       | 1       | 2       | 4     |
| Justifiable Homicide   |                    |         |         |         |       |
| Kidnapping/Abduction   | 78                 | 47      | 50      | 73      | 248   |
| Forcible Rape  | 134                | 103     | 102     | 115     | 454   |
| Forcible Sodomy  | 14                 | 10      | 19      | 14      | 57    |
| Sexual Assault With An Object  | 29                 | 27      | 19      | 24      | 99    |
| Forcible Fondling  | 164                | 137     | 130     | 150     | 581   |
| Incest   | 23                 | 33      | 34      | 29      | 119   |
| Statutory Rape   | 56                 | 65      | 69      | 54      | 244   |
| Aggravated Assault   | 395                | 299     | 307     | 300     | 1301  |
| Simple Assault   | 2,875              | 2,376   | 2,200   | 2,292   | 9743  |
| Intimidation   | 1,187              | 948     | 893     | 947     | 3975  |
| Arson  | 82                 | 49      | 35      | 70      | 236   |
| Bribery  | 1                  |         |         |         | 1     |
| Burglary/Breaking & Entering   | 1,401              | 1,118   | 848     | 978     | 4345  |
| Counterfeiting/Forgery   | 219                | 201     | 219     | 204     | 843   |
| Destruction/Damage/Vandalism of Property                             | 3,621              | 2,796   | 2,026   | 2,576   | 11019 |
| Embezzlement   | 29                 | 25      | 37      | 22      | 113   |
| Extortion/Blackmail  | 2                  | 3       | 7       | 5       | 17    |
| False Pretenses/Swindle/Confidence Game                              | 569                | 540     | 531     | 526     | 2166  |
| Credit Card/Automatic Teller Fraud                                   | 388                | 356     | 368     | 336     | 1448  |
| Impersonation  | 188                | 182     | 210     | 205     | 785   |
| Welfare Fraud  | 1                  | 1       | 1       |         | 3     |



# SUPPORT SERVICES BUREAU

## DIVISION OF STATE POLICE



| *Preliminary Statewide Crime Statistics for 07\01\2012 to 06\30\2013  |                    |         |         |         |       |
|---|--------------------|---------|---------|---------|-------|
| New Hampshire NIBRS Offenses  | **Number of Crimes |         |         |         |       |
| Offense Description   | Q3 2012            | Q4 2012 | Q1 2013 | Q2 2013 | Total |
| Total   | 20,304             | 16,766  | 14,713  | 16,239  | 68022 |
| Wire Fraud  | 20                 | 13      | 15      | 12      | 60    |
| Robbery   | 102                | 120     | 143     | 123     | 488   |
| Pocket-picking  | 5                  | 9       | 7       | 8       | 29    |
| Purse-snatching   | 19                 | 13      | 11      | 10      | 53    |
| Shoplifting   | 756                | 810     | 829     | 813     | 3208  |
| Theft From Building   | 701                | 695     | 559     | 678     | 2633  |
| Theft From Coin Operated Machine or Device  | 12                 | 2       | 7       | 6       | 27    |
| Theft From Motor Vehicle  | 1,285              | 871     | 657     | 806     | 3619  |
| Theft of Motor Vehicle Parts/Accessories  | 159                | 125     | 119     | 114     | 517   |
| All Other Larceny   | 3,372              | 2,739   | 2,125   | 2,529   | 10765 |
| Motor Vehicle Theft   | 278                | 169     | 166     | 227     | 840   |
| Stolen Property Offenses  | 306                | 278     | 261     | 226     | 1071  |
| Drug/Narcotic Violations  | 1,481              | 1,317   | 1,395   | 1,429   | 5622  |
| Drug Equipment Violations   | 143                | 122     | 129     | 151     | 545   |
| Betting/Wagering  |                    |         |         | 2       | 2     |
| Operating/Promoting/Assisting Gambling  | 4                  | 1       |         | 1       | 6     |
| Gambling Equipment Violations   |                    |         |         |         |       |
| Sports Tampering  |                    |         |         |         |       |
| Pornography/Obscene Material  | 67                 | 54      | 69      | 63      | 253   |
| Prostitution  | 48                 | 29      | 20      | 12      | 109   |
| Assisting or Promoting Prostitution   |                    | 1       |         | 1       | 2     |
| Weapon Law Violations   | 88                 | 78      | 93      | 97      | 356   |
| <p><i>*Data on this site should be updated by agencies on a monthly basis. Not all updates, however, are received in a timely manner from all agencies.</i></p> <p><i>** Report reflects one offense count for each victim of a Crime against Person, one offense for each distinct operation for Crimes against Property (except Motor Vehicle Theft where count is per vehicle) and one offense count for each violation of a Crime against Society</i></p> |                    |         |         |         |       |

## SUPPORT SERVICES BUREAU

### **FLEET MAINTENANCE and EQUIPMENT SUPPLY**

Fleet Maintenance and Equipment Supply is responsible for the testing, bidding, procuring, issuing and maintenance of marked and unmarked vehicles for the Division of State Police. Fleet Maintenance is responsible for the oversight of regular maintenance performed at the Department of Safety automotive garage, as well as any maintenance performed at independent facilities. The Unit is also responsible for procuring, issuing and maintaining an inventory of all Division uniforms and equipment.

The Division issued the first marked V-6 Dodge vehicles into the fleet as part of a fuel-saving strategy. These vehicles are being used for the Command Staff and for those in a limited patrol function. The training uniform transition, from black to green, was completed. Research began for a web-based equipment ordering program that will allow a trooper to place equipment orders directly to the supervisor from his/her laptop. The program will provide the record-keeping and information needed to forecast future equipment needs while increasing efficiency.

### **HEADQUARTERS COMMUNICATIONS UNIT**

The NH State Police Communications Center is currently located at the Department of Safety's Incident Planning and Operation Center (IPOC). Communications personnel are responsible for dispatching all personnel assigned to Headquarters, Troop B, Troop D, Troop G, Marine Patrol, Bureau of Liquor Enforcement, Office of the State Fire Marshal, the Department of Resources and Economic Development (DRED), and Fish and Game. The unit has also absorbed shifts of coverage for Troops A, C and E. The unit is also the after-hours provider for other state agencies such as the Bureau of Emergency Management, the Attorney General's Office, and the Medical Examiners Office, and maintains electronic lines to the National Weather Service Alert System, the Emergency Alert System, and Seabrook and Vermont Yankee Nuclear Power Facilities.

The Center is also responsible for receiving all nationwide law enforcement electronic messages, which includes the data entry system for both the National Criminal Information Center (NCIC) and the National Law Enforcement Telecommunications System (NLETS). This also includes entering information from state and local agencies into the State Police On-Line Telecommunications System (SPOTS) and NLETS, including the NCIC State database for In-State Misdemeanor Warrants and Domestic Violence Petitions (DVP). With the implementation of the Computer Aided Dispatch



**SUPPORT SERVICES BUREAU**

(CAD), the center can provide an immediate printout of all calls received within the Division.

During this fiscal year, Headquarters Communications has been running short-staffed. Team members have assumed additional shifts to cover vacancies and ensure the safety and welfare of all the citizens within New Hampshire as well as our own personnel. True professionalism can be seen in all of the Communications Specialists and Supervisors.

**NATIONAL CRIME INFORMATION CENTER (NCIC) UNIT**

The National Crime Information Center (NCIC) Unit plays an integral role in the exchange of data between the law enforcement community and the Federal Bureau of Investigation (FBI). The New Hampshire State Police provides a telecommunications network connecting all criminal justice agencies throughout the state, giving them the ability to access Criminal Justice Information Services. The NCIC Unit is responsible for the training of all system users. In Fiscal Year 2013, unit members trained 400 students, both sworn, and civilian in the operation of the SPOTS and NCIC systems. Certifications are good for two years and then the user must re-test in order to continue system access. At any given time, the unit is managing the accounts of over 3,800 system users.

Periodically, the FBI will provide system audits, and technical and operational updates, which require the NCIC Unit to make modifications or additions to existing SPOTS forms and fields. This fiscal year, a release of a new NCIC File, the Violent Person File, was introduced. This file allows law enforcement to enter an individual into this national database based on the person’s history of known violence against law enforcement. Other system enhancements included additional query capability for information being sought by law enforcement. All enhancements are made with officer safety being the first priority so information is at their fingertips within seconds of being queried.

This fiscal year saw a 10% increase in the number of records contributed to NCIC by New Hampshire criminal justice agencies. Nearly 29,125 records from NH remain active in the NCIC database, while 31,520 records remain active in the in-state database. Unit personnel are responsible for quality control checks on all entries made to the Federal database (NCIC). This assures officers have the most up-to-date and factual data available to them at all times.

As in last fiscal year, the Justice One Network (J-ONE) continued to promote



## SUPPORT SERVICES BUREAU

# DIVISION OF STATE POLICE

information sharing and update of records from the criminal justice community. Because this project utilizes the SPOTS switch to handle information from different entities, unit personnel are often relied on to provide system capability and know-how making these projects a success. The next phase of J-ONE will include a notification system by which victims of abuse will be notified automatically when certain conditions are met, i.e. a perpetrator is released from a holding facility or a police department serves a domestic violence order on a defendant. Unit personnel will again lend technical, training and administrative support to agencies across the state so they can use this new notification effectively and efficiently.

Whether its role is routine or unanticipated, the NCIC Unit is always poised to meet the changing needs of the criminal justice community.

### **PERMITS and LICENSING UNIT**

The Permits and Licensing Unit performs background checks on individuals applying for non-resident concealed handgun licenses, private investigator licenses, security guard licenses, bail bondsman licenses, and certificates of competency for non-permissible fireworks and for the use of explosives. The Permits and Licensing Unit, in conjunction with the Office of the State Fire Marshal, inspects and authorizes non-permissible fireworks displays throughout the state. The licensing of explosives and fireworks storage facilities throughout the state is directed through the Permits and Licensing Unit with inspections performed by personnel from the State Police Explosives Disposal Unit. During this reporting period, the Permits and Licensing Unit issued a total of 11,500 licenses. Of those, 9,780 were for non-resident concealed handguns. The number of non-resident concealed handgun licenses increased over 40% from 2012. In addition, 313 licenses for the sale, use, purchase, transport and storage of explosives and fireworks were issued. The Unit is also responsible for the licensing and auditing of all private investigator, security guard and bail bondsman agencies throughout the state. During this period, 94 agency licenses were issued.

The State Police Gun Line is operated with in the Permits and Licensing Unit and received 54,478 calls from Federal Firearms Licensed dealers (FFL's) requesting background checks on New Hampshire residents purchasing handguns during this fiscal year. This was a 48% increase over 2012. In addition, the New Hampshire court system requested 621 background checks on pending motions for the return of firearms after a seizure. The Permits and Licensing Unit performed over 67,000 background checks during fiscal year 2013. Unit activity increased 45% over Fiscal Year 2012.





## SUPPORT SERVICES BUREAU

# DIVISION OF STATE POLICE

### RECRUITMENT AND TRAINING UNIT

The Recruitment and Training Unit maintains an active list of qualified applicants for the position of State Trooper I. Testing for the position of State Trooper I is conducted three times during the fiscal year. Qualified applicants are initially invited to attend the physical agility test, followed by a written test. Applicants who are successful in these two examinations are invited to participate in a structured oral board. Applicants successful in completing the oral boards are then considered for background investigations. The command staff reviews applicants who receive a favorable recommendation for employment after the background investigation. Only a select few applicants are invited to the final days of testing, which consist of a polygraph examination, psychological examination, physical examination, and drug testing. Additionally, each applicant is interviewed by the Director. Twenty-eight probationary troopers were sworn in to the ranks of the Division of State Police during this fiscal year, replacing retirees and resignations.

Newly enlisted troopers attend 14 weeks of basic training at the NH Police Standards & Training Academy. Upon graduation they are assigned a patrol responsibility under the daily supervision of a Field Training Officer. Once released to solo status, the probationary trooper continues to work in a patrol function under close supervision of the troop field training officer supervisor. Close supervision and evaluation are critical during the initial phase of a trooper's career and the unit is closely involved in the development of an employee through the Field Training Officer program.

The Division offers an on-the-job training program approved by the U.S. Department of Veterans Affairs, meeting all state and federal requirements for the education and training of eligible military personnel, veterans and their dependents wishing to utilize their GI Bill Educational Benefits. The Recruitment and Training Unit screens all probationary troopers for potential enrollment in this program. Another military-related initiative is a Veterans Affairs program that ensures military-deployed troopers have a smooth pre-deployment exit and reintegration upon return from deployment. The program helps keep deployed troopers in contact with their State Police family.



The Recruitment and Training Unit is also responsible for ensuring that Division members are assigned appropriate ongoing training so that they may better serve the citizens of New Hampshire. Each Division member must attend at least eight hours of in-service training, per year, for continued certification as a police officer. It is the responsibility of the Unit to register troopers for those classes at the Police Standards and Training Council or other available training

## SUPPORT SERVICES BUREAU

# DIVISION OF STATE POLICE

venue. In addition, the Unit coordinates in-service training, firearms and use-of-force training, defensive driving training, criminal interview/interrogation training, and prosecution training, and serves as a representative to the training committee of the New England State Police Administrators Compact.

The Recruitment and Training Unit also oversees the administration of the college intern law enforcement program. The small program offers unpaid positions to students who either reside in or attend college in the state, and aspire to enter the law enforcement career field. We are currently developing a number of online training programs through a computer program called MOODLE.

### SEX OFFENDER REGISTRY UNIT

The Sex Offender Registry Unit maintains the database of all registered sex offenders within the State of New Hampshire. Offenders are required to register with their local police departments either quarterly or semi-annually. In addition they are required to report any change in their personal information within five business days, including temporary addresses, vehicles, telephone numbers and e-mail accounts. That information is sent to the Registry for daily updates. Those updates are made on a weekly basis to the State Police public website. This information includes a current warrant list and updated information on Offenders Against Children (Megan's Law), including the photographs of offenders available to the public. Offenders must pay an annual \$50 registration fee. If an offender is indigent, he/she may request a hearing through the Department of Safety's Bureau of Hearings, which requires attendance by State Police personnel. In addition to the registration requirements, the Division of State Police is also responsible for verifying the address of every sexual offender twice a year. This is done by certified mailings, as well as in-person compliance checks by Troopers. The Sex Offender Registry is also responsible for determining the reasonably equivalent offense for out-of-state sexual offenders who move into New Hampshire. If an offender does not agree with the determination made by the Sex Offender Registry, he/she can request a hearing to dispute that determination.

The Sex Offender Registry continues to grow annually as new offenders are released from prison or move into the state. At the end of the fiscal year, there were a total of 5,387 offenders, which is an increase of 288 offenders from July 2012. Of the total number of offenders, 2,529 are actively registering throughout the state of New Hampshire. A total of 2,221 offenders are on the Megan's Law list. As new laws go into effect, the Sex Offender Registry must



## **SUPPORT SERVICES BUREAU**

stay current with those registration requirements and assist local police departments in complying with these changes. The Sex Offender Registry offers training to local and federal law enforcement agencies in order to achieve this goal.

### **EXECUTIVE SECURITY UNIT**

The Executive Security Unit is responsible for the protection and transportation of the Governor and the First Family. The unit also strives to provide protection and/or assistance for visiting dignitaries to the state.

During the fiscal year, the Executive Security Unit continued its associations with the National Governors' Security Association, an important alliance for security updates on local and national levels, as well as for sharing information on national Executive Protection Standards.

### **FORENSIC LABORATORY**

The State Police Forensic Laboratory is the sole provider of traditional forensic laboratory services in New Hampshire. The Forensic Laboratory routinely receives and analyzes evidence from more than 200 city and town police departments, several state law enforcement agencies including the State Police, 10 county sheriffs' offices, numerous city and town fire departments, and, on occasion, federal law enforcement agencies conducting criminal investigations in the state.

The Forensic Laboratory is nationally accredited by the Association of Crime Laboratory Directors – Laboratory Accreditation Board (ASCLD/LAB). The Forensic Laboratory is comprised of two main laboratory facilities – the Criminalistics Group and the Toxicology Group. Technical services currently offered by the Criminalistics Group include firearms/toolmarks, latent impressions (finger/palmprints, footwear and tire track), serology, DNA, digital evidence, trace and controlled substances examinations. Technical services currently offered by the Toxicology Group include blood and breath alcohol testing as well as the analysis of controlled substances in urine, blood and other biological samples. Staffing levels include a total of 46 criminalists, administration and support staff that has enabled the Forensic Laboratory to become a state-of-the-art facility with highly trained and experienced specialists in each discipline.

During Fiscal Year 2013, the Forensic Laboratory continued to prepare for the transition to ISO-based standards during the next laboratory inspection, which is set for 2014. As a result of new legislation that brought New Hampshire to the forefront of national impaired driving laws, the laboratory began the process of identifying new methods of analysis for the myriad of chemical substances that



## SUPPORT SERVICES BUREAU

are used both therapeutically and illicitly. Synthetic cannabinoids (K2, Spice, etc.) and other designer drugs (marketed as “bath salts” and “plant food”) were submitted in record numbers to the laboratory. Many of the substances were determined to be non-actionable in the legal sense due to minute differences in chemical structure. Changes to the state’s drug analog law will most probably be addressed in the near future as a result of the laboratory’s findings. While case activity continues to increase, the Forensic Laboratory staff has maintained the central mission of processing cases and providing timely analytical results of the highest quality to New Hampshire’s law enforcement agencies.

### PROFESSIONAL STANDARDS UNIT

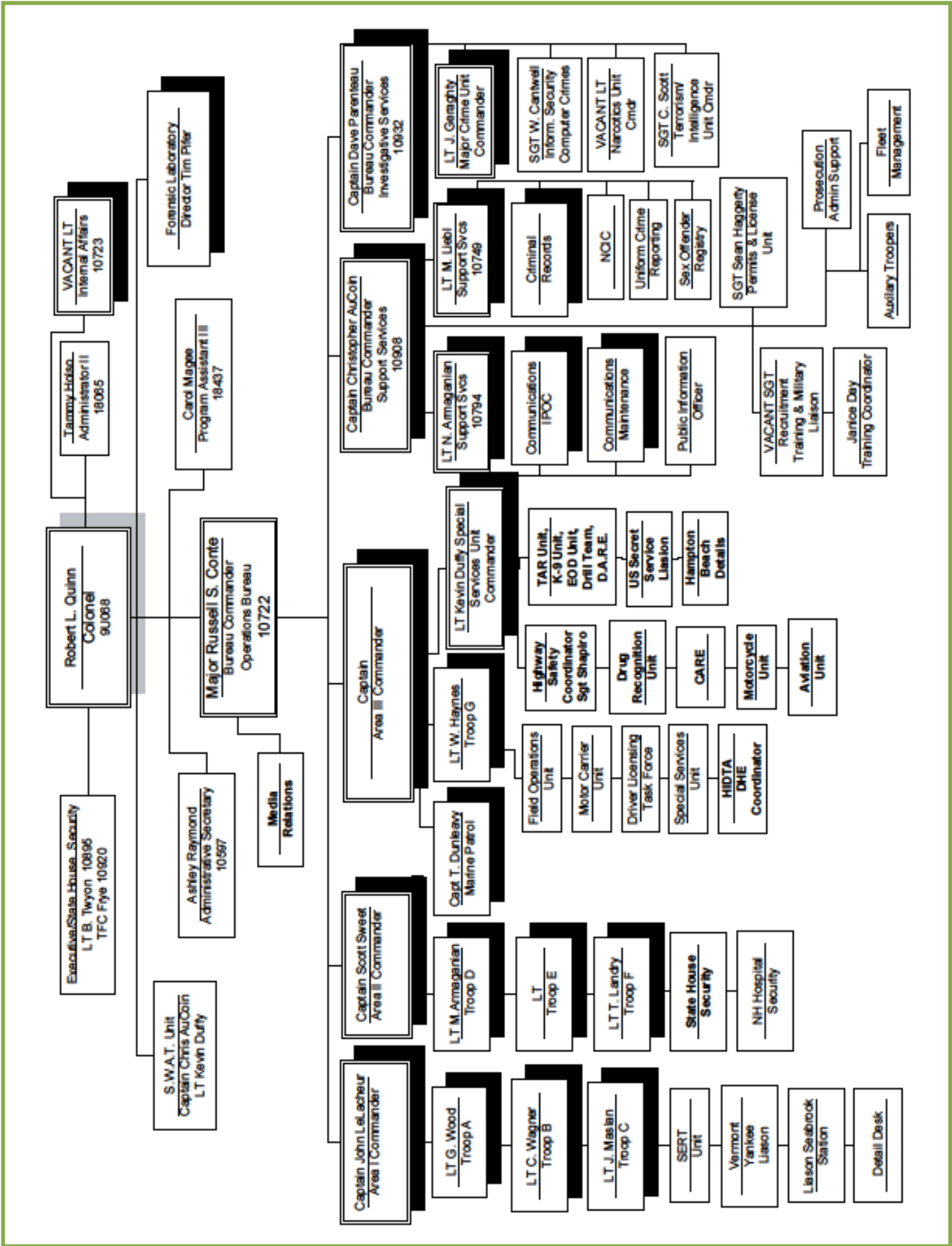
The Professional Standards Unit of the Division of State Police is responsible for maintaining the Professional Standards of Conduct manual, conducting administrative investigations (internal affairs inquiries) regarding complaints made against Division members, generated both internally and from outside sources, and investigating and reviewing all use of force incidents and pursuits. The Professional Standards Unit is responsible for ensuring all Division members adhere to the laws of the State of New Hampshire as well as the Professional Standards of Conduct.

In this fiscal year, 90 complaints were received by the unit. These complaints consisted of 42 generated by complainants from outside the Division of State Police and 48 generated by the Division itself. Approximately 35% of Division-generated complaints were due to at-fault cruiser accidents or other equipment damage. Additionally, the Professional Standards Unit reviewed 39 pursuit incidents as well as 80 use-of-force incidents involving members of the Division.

| FY2013 Case Submissions<br>Requiring:  | Totals |
|--|--------|
| Drug Analysis                          | 6,990  |
| Serology                               | 528    |
| DNA                                    | 302    |
| Fingerprints, Footwear,<br>Tire tracks | 804    |
| Firearms & Toolmarks                   | 207    |
| Trace                                  | 87     |
| Miscellaneous Requests                 | 54     |
| Digital Evidence Analysis              | 97     |
| CODIS Analysis                         | 1,113  |
| Blood Alcohol Analysis                 | 2,030  |
| Blood Drug Analysis                    | 1,149  |
| Breath Alcohol Analyzers               | 394    |
| Urine Analysis                         | 4,272  |

**DIVISION OF STATE POLICE**





# DIVISION OF HOMELAND SECURITY & EMERGENCY MANAGEMENT



## Mission Statement:

The mission of the Division of Homeland Security and Emergency Management is multi-faceted: We serve as the personal representatives of the Governor of New Hampshire and coordinate state resources during declared emergencies and serve as the Governor's liaison to the federal Department of Homeland Security and FEMA, the Federal Emergency Management Agency. We maintain a constant "lean forward" posture to ensure that the state receives timely awareness of actual and potential human-caused and natural disasters and maintains the capability to respond to them whenever and wherever they occur. This is accomplished through liaison with the federal Homeland Security Intelligence Network and with state, local and regional law enforcement, monitoring information from a variety of classified and non-classified sources, constantly updating disaster planning in conjunction with local emergency management directors and public and private sector representatives, maintaining strategic caches of supplies needed in case of various emergencies, conducting programs to identify and protect the state's critical infrastructure, conducting training and preparedness exercises, educating the public regarding preparedness and response to terrorist acts and disaster, staffing the emergency operations center and directing mitigation efforts, administration of state and federal disaster aid programs and conducting after-action reviews of the state's responses to disasters and terrorist incidents.

**T**he Division of Homeland Security and Emergency Management (HSEM) is responsible for coordinating New Hampshire's response to major natural or human-caused disasters. For natural disasters, it has the primary responsibility for leading that response. For emergencies involving public health or law enforcement incidents it takes a supporting role.

HSEM was established in 1951 as the state's Office of Civil Defense. During the Cold War, its primary function was to plan to protect the state's civil population in the event of a nuclear attack. Today, the agency's focus is both planning for natural and human caused disasters.

In 1982, the agency became the Governor's Office of Emergency Management, and it was tasked with development of emergency plans for the Seabrook Station Nuclear Power Plant, which was then under construction. When Seabrook came online in 1990, it continued to develop those emergency plans to keep up with a growing population in the Seacoast and to conduct regular graded exercises for the Seabrook and Vermont Yankee Nuclear Plants.

The agency became part of the Department of Safety in 2002, partly in response to the terrorist attacks of Sept. 11, 2001. In 2006, it became the Division of Homeland Security and Emergency Management.

The HSEM staff of 41 full time and three part-time employees form the core of the state's emergency response organization and operate the State Emergency Operations Center (SEOC). During major disasters, the SEOC is augmented with liaisons from a variety of state, federal and private sector agencies.



DIVISION OF HOMELAND SECURITY  
& EMERGENCY MANAGEMENT

## **DIVISION OF HOMELAND SECURITY & EMERGENCY MANAGEMENT**

HSEM is organized into sections based on function: Administration, Operations, Planning, Technological Hazards, Field Services and Communications. Administration includes the director, assistant director and financial administrators. It provides for overall agency leadership and direction. By statute, the Director of Homeland Security and Emergency Management reports to both the Governor and the Commissioner of Safety.

The Operations Section manages the day-to-day operations of the organization and keeps the State's emergency operation centers in a state of readiness. The Technological Hazards Section is primarily responsible for maintaining the Radiological Emergency Response Plans for Seabrook Station and Vermont Yankee. Recently, the Division was tasked with the process of assisting communities impacted by the closing of the Vermont Yankee plant. Director Plummer was appointed Chair of Governor's Working Group on Vermont Yankee Decommissioning.

The Planning Section administers federal grant programs and documents disaster assistance requests to the Federal Emergency Management Agency. The Field Services Section is made up of field representatives who are assigned to each of the state's 234 cities and towns to assist in the development and updating of local emergency plans and grant applications.

Field representatives also act as liaisons between the towns they represent and the State. The Communications Section operates the SEOC's communications room. This includes a variety of radio and telephone communications equipment including ham radio operators. This system allows the State to maintain contact with other State organizations, local public safety agencies, and federal partners such as the National Weather Service and the nuclear power plants. SEOC communications facilities also include positions for amateur radio operators, who play a significant role in emergency operations.

After the tragic events in Newtown CT, the School and Child Care Emergency Planning Program became inundated with requests for services and support. Several new initiatives were undertaken during this period and more programming is planned for the future.

This year proved to be a very busy period for this Division. With the retirement of Director Christopher Pope, newly appointed Director Perry Plummer quickly began responding to several requests for State assistance and filling key



## OPERATIONS SECTION

positions left empty from retirement.

### **PRESIDENTIALLY DECLARED DISASTERS**

On October 30, 2012, New Hampshire received an emergency declaration for Hurricane Sandy. This event resulted in HSEM receiving many requests for public assistance. This disaster caused an estimated \$3,692,390 in damages to the State.

Over the course of February 8-10, 2013, New Hampshire saw severe winter weather conditions and high winds. This disaster caused an estimated \$4,991,564 in damages State-wide.

During the closing days of June 2013 and into July, heavy rains caused significant damage to several communities in southern Grafton County and Cheshire County. This disaster caused approximately \$7,000,000 in damages to New Hampshire.

The State's Emergency Operations Center responded to 23 other activations and several incidents that required State Level Coordination.

### **OPERATIONS SECTION**

The Operations Section of HSEM monitors day-to-day incidents, activities and events within NH that could require a state response. The Section maintains and operates the State Emergency Operations Center (SEOC) with a staff of eight full-time employees. The State Emergency Operations Center serves as the command and control center for the State during an emergency to support interagency coordination and executive decision-making authority on a statewide basis.

In FY2013 the SEOC was activated 26 times in response to disasters, special events and exercise/drills for a total of 397 hours. Activations were classified in the following categories: weather, special events, public health, law enforcement, earthquake and radiological emergency preparedness.

The Operations Section also is responsible for the Division's fleet vehicles, mobile communications, duty officer program, logistics, safety, Emergency Management Assistance Compact (EMAC)/International EMAC, WebEOC, updating, posting and publishing the Emergency Support Function roster, the Radiological Instrumentation and Calibration (RIMC) Shop, assuring that HSEM maintains a high degree of preparedness and readiness.

The Operations Section manages and coordinates emergency response efforts and the response to requests for aid from local authorities upon





# **DIVISION OF HOMELAND SECURITY & EMERGENCY MANAGEMENT**

depletion of their local resources. The Emergency Support Functions within the SEOC are comprised of state, federal, public and private sector partners and other entities that are represented at the SEOC during activations to ensure enhanced coordination of the State's response.

WebEOC is the state's disaster management system utilized to manage large scale events and disasters, and support or increase public safety information-sharing. This is accomplished by providing real-time situational awareness to all entities involved with an incident. WebEOC is used as a gateway to share information between the State EOC and local, state and federal public safety entities and critical infrastructure partners.

The RIMC shop provides for the maintenance, calibration and training for all State issued radiological equipment for the purpose of protecting NH citizens against the harmful effects of ionizing radiation.

## **TECHNOLOGICAL HAZARDS SECTION**

**N**ew Hampshire's Radiological Emergency Response Program (REP) is the responsibility of the Technological Hazards (Tech Hazards) Section. This section is staffed by three full-time personnel and two part time employees.

Its mission is to coordinate the efforts of federal, state and local governments with planning, training, and exercise guidance for radiological emergency response. These coordination efforts are necessary to ensure that adequate capabilities exist to prevent, protect, respond to and recover from radiological accidents involving the two nuclear power plants — Vermont Yankee and Seabrook Station.

These two nuclear power plants impact several communities in Cheshire and Rockingham Counties and one community in Hillsborough county, with regard to emergency evacuation planning.



The Seabrook Plant has 17 NH towns in its radiological emergency planning zone and three additional evacuation host communities.

Vermont Yankee has 5 NH towns in its radiological emergency planning zone and one additional evacuation host community.

During the 2013 year, Tech Hazards began updating radiological emergency

## TECHNOLOGICAL HAZARDS SECTION

plans for the 25 local emergency planning communities and the four host communities.

Twenty-one communities submitted their plans to this section for review and approval, followed by submission to the Federal Emergency Management Administration.

Both Seabrook Station and Vermont Yankee updated evacuation time estimate plans for their plants this year. This led to updating activities for evacuation routing and traffic management manuals that identify traffic and access control points in evacuated communities.

Planning updates in schools, healthcare facilities, residential camps, and child daycare centers in these radiological emergency planning zones also began.

The two major efforts in 2013 were the Vermont Yankee Exercise Cycle, that included one workshop, one tabletop, two functional drills, and one final FEMA-graded exercise. They were all performed properly.

The second major accomplishment was the 2013 Assessment process. This process, outlined in NH RSA 107-B, governs the required annual funding of radiological emergency training, exercising, equipment and other associated issues by nuclear facilities located within NH.

Through this process, funds to support the radiological emergency program at the local and state level are contributed by the nuclear power plants. Funding is also used to support the Division. The 2013 Assessment process amounted to \$3,847,657 used to support the various local communities and several State agencies.

### SCHOOL AND CHILD CARE EMERGENCY PLANNING PROGRAM

The NH School and Child Care Emergency Planning Program got its start in 1993 with a primary focus on preparing K-12 schools to respond to natural hazards. There are more than 400 public schools in NH organized within 100 School Administrative Units. There are also approximately 150 private schools and more than 1,000 childcare programs.

Following the school shooting incidents starting in the mid 1990's, school violence response became a major portion of the program while still maintaining an all hazards focus. In 1999 the program expanded to include trainings for child care programs. NH's program for school and child care



## TECHNOLOGICAL HAZARDS SECTION

emergency planning is assigned to one full-time person.

In 2007, RSA 189:64 became law, requiring all K-12 public and nonpublic schools to have Emergency Response Plans. In 2008, a change in the child care rules required that they also have Emergency Response Plans. In 2010, New Hampshire was one of only seven states that met all the criteria of “Save the Children” in keeping our children safe. As of this year, 28 states still have no requirements for their schools and child care programs.



Students at the Garrison City Early Childhood Center in Dover drill the Drop, Cover and Hold response action. (photo courtesy of Garrison City Early Childhood Center)

Following the Sandy Hook School Shooting in Connecticut on December 14, 2012, the program manager supported awarding \$500,000 to 14 School Administrative Units targeted to improve the security of their schools. He was invited to deliver testimony to the Sandy Hook Advisory Commission at the request of the Connecticut Governor’s Office.

### FIELD SERVICES



The Field Services Section is responsible for outreach to local communities. The Section provides technical and organizational assistance in preparing for, responding to, mitigating, and recovering from natural, human caused, technological or nuclear disasters and emergency situations. The Field Services Section is staffed with nine full time personnel who serve the 234 NH communities statewide.

## BUSINESS SECTION

During emergencies, Field Services Representatives function as liaisons with local communities during State Emergency Operations Center activations, whether due to planned (such as the NASCAR race) or unplanned events (such as severe weather events). They establish and maintain communications with affected communities, pass along event-related information, and ensure resource requests are handled properly.

### **Program Assistance and Promotion**

During normal operations, the Field Services section supports Division programs and assists communities and other agencies with a variety of services.

### **Local Emergency Operations Plans**

Each community in the State is required to have a Local Emergency Operation Plan (LEOP). The LEOP establishes a framework for local government to provide assistance in an expeditious manner to save lives and to protect property in the event of a disaster. The purpose of an LEOP is to facilitate the delivery of all types of emergency response activities, and to help deal with the consequences of significant disasters. The LEOP outlines the planning assumptions, policies, concept of operations, organizational structures, and specific assignments of responsibility to the local departments and agencies involved in coordinating the Local, State, and Federal response activities.

### **PUBLIC/INDIVIDUAL DISASTER ASSISTANCE**

Public Assistance consists of aid to state or local governments to reimburse part of the costs of rebuilding a community's damaged infrastructure. Public Assistance may include debris removal, emergency protective measures and public services, and repair of damaged public property. Individual Disaster Assistance is financial or direct assistance to individuals and families whose property has been damaged or destroyed as a result of a federally-declared disaster, and whose losses are not covered by insurance. It is meant to help with critical expenses that cannot be covered in other ways.

### **BUSINESS SECTION**

**T**he Business and Finance Section is responsible for budgeting, purchasing, accounts payable, accounts receivable, and financial reporting for state and federal funds as well as coordinating human resources and payroll for the division. This Section is staffed with two full time personnel.



# BUSINESS SECTION

## FISCAL YEAR 2013

### DIVISION OF HOMELAND SECURITY & EMERGENCY MANAGEMENT

#### REVENUE:

|   |                   |
|---|-------------------|
| Unrestricted General Funds<br>(State Match & Intra-Agency<br>Funds)                       | 517,479           |
| Federal Program Funds<br>(EMPG/HGMP/FMA/PDM & Other<br>Grant Funds)                       | 16,655,349        |
| Restricted Revenues, Dedicated<br>Funds & Other<br>(Plea by Mail, Seabrook & VY<br>Funds) | 3,552,130         |
| <b>TOTAL REVENUE:</b>   | <b>20,724,958</b> |

#### EXPENDITURES:

|  |                   |
|--|-------------------|
| Permanent Personnel Services                           | 1,795,306         |
| Special Payments, Overtime & Holi-<br>day Pay          | 160,922           |
| Current Expenses                                       | 264,549           |
| Transfers to OIT                                       | 139,188           |
| Equipment New/Replacement                              | 110,521           |
| Temporary & Temp Full-Time Ser-<br>vices               | 70,537            |
| Benefits   | 1,046,007         |
| Travel In-State<br>(Includes fuel/vehicle Maintenance) | 51,980            |
| Grant to State Agencies & Local<br>Communities         | 16,043,449        |
| Travel Out-of-State                                    | 7,287             |
| Contracts for Program Services                         | 39,362            |
| State Match & Administrative Costs                     | 968,351           |
| Telecommunications                                     |                   |
| Debt Services  |                   |
| Miscellaneous  | 25,857            |
| <b>Capital Project Expenditures</b>                    | <b>20,723,316</b> |



# PLANNING SECTION

## PLANNING SECTION

The Planning Section carries out critical administrative and management functions related to federal grants for hazard mitigation, assistance to local emergency management efforts, and disaster aid. The section also operates an emergency planning program for NH schools and provides financial and technical support for exercises by state and local first responders. Additionally, the section provides education and outreach for natural hazards such as hurricanes.

The Planning Section assists local communities and State agencies with National Incident Management System (NIMS) compliance. This compliance is critical for local and State agencies when they are applying for federal funds.

The Planning Section is responsible for the development and annual update of the State's Preparedness Report (SPR) and the Threat Hazard Identification and Risk Assessment (THIRA).

### **THIRA/SPR FEDERAL REQUIREMENT**

The National Preparedness Goal identified and defined five Mission Areas (Prevention, Protection, Mitigation, Response and Recovery) and 31 Core Capabilities associated with them that are necessary to prepare for the specific types of threats and hazards posing the greatest risk to the Nation. This was accomplished by the Threat Hazard Identification and Risk Assessment (THIRA). The THIRA was developed to provide a methodology for identifying Capability Targets.

The SPR is an annual self-assessment of State preparedness that is submitted to the Federal Emergency Management Agency. Current regulations require an SPR from any state or territory receiving federal preparedness assistance administered by the U.S. Department of Homeland Security.

### **EXERCISE PROGRAM**

The Division is responsible for implementing the Homeland Security Exercise and Evaluation Program (HSEEP). The Exercise Training Officer works directly with local jurisdictions to create and perform meaningful drills and exercises and assist with the related grant paperwork. Homeland Security exercises are 100% federally funded.

The exercise funding is divided into the State Homeland Security Grant Program (SHSGP) which funds all-hazards exercises (below) and the Law



## **PLANNING SECTION**

Enforcement Terrorism Prevention Program (LETPP) which funds law enforcement focused exercises such as active shooter. The Law Enforcement Terrorism Prevention Program (LETPP) focuses on providing resources to law enforcement and public safety communities (working with their private partners) to support critical terrorism prevention activities such as establishing/enhancing fusion centers and collaborating with non-law enforcement partners, other government agencies, and the private sector. These exercise funds are used for training and exercising.

Exercising will continue through the next fiscal period, with an emphasis on building a program that can be implemented seamlessly by the local jurisdictions.

### **EMERGENCY MANAGEMENT PERFORMANCE GRANT**

The purpose of the Emergency Management Performance Grant Program is to assist State and local governments and other eligible agencies in preparing for all hazards. The EMPG Program has a 50 percent Federal and 50 percent local cost match (cash or in-kind) requirement. In SFY 2013, the EMPG Program awarded over \$1.6 million in grants to State and local governments, as well as non-profit agencies and communication dispatch centers. There were a total of 75 grants awarded between July 1, 2012 and June 30, 2013.

### **HAZARD MITIGATION ASSISTANCE**

There are two specific programs for Hazard Mitigation. The first is the Hazard Mitigation Annual (HMA) program. Two types of HMA are available. The first is Pre-Disaster Mitigation (PDM). PDM is a 75/25% match that is utilized to help fund local community hazard mitigation plans, fluvial erosion plans, and adaptation plans. The Planning Section has processed 43 formally approved local hazard mitigation plans for SPY 2013; 15 conditionally approved plans (awaiting town adoption) and 10 plans are at FEMA for initial review. The second program under Hazard Mitigation is the Flood Mitigation Annual Plan (FMA). FMA is also a 75/25% match that assists with flood mitigation activities such as acquisition of property, elevation and drainage improvement projects. For SFY 2013, New Hampshire on behalf of FEMA provided \$371,840.45 to communities.



The second program is the Hazard Mitigation Grant Program (HMGP). This program is directly derived from a Presidential disaster. HMGP funds are allocated by FEMA to the State based on 15% of the total of damages on public Infrastructure from the disaster. This Section is currently processing

## PLANNING SECTION

13 active Hazard Mitigation Programs. The current active Disasters are listed below. These funds are not available until two years after the event.

### HMGP FY 2013 EXPENDITURES

| Disaster                | Amount                |
|-------------------------|-----------------------|
| May 2006 Floods         | \$201,310.39          |
| July 2008 Tornado       | \$ 63,403.40          |
| August 2008 Flooding    | \$470,725.95          |
| September 2008 Flooding | \$319, 684.58         |
| December 2008 Ice Storm | \$529,773.54          |
| February 2010 Windstorm | \$436,094.40          |
| March 2010 Flooding     | \$115,396.91          |
| May 2011 Floods         | None to Date          |
| TS Irene 2011           | 240,858.19            |
| Oct 2011 Snow           | None to Date          |
| May 2012 Flooding       | None to Date          |
| Hurricane Sandy 2012    | None to Date          |
| February 2013 Snow      | None to Date          |
| July 2013 Flooding      | None to Date          |
| <b>TOTAL:</b>           | <b>\$2,377,247.90</b> |

### OPEN DISASTERS STILL IN RECOVERY

Many communities are still recovering from previous disasters. The chart below represents the amount of recovery funds that have been reimbursed to local communities during Fiscal Year 2013 for prior events.

| Disaster                     | Money Expended        |
|------------------------------|-----------------------|
| February Windstorm 2010      | \$762,414.97          |
| Severe Storm & Flooding 2010 | \$111,109.26          |
| Severe Storm & Flooding 2011 | \$45,823.74           |
| Hurricane Irene 2011         | \$1,807,138.36        |
| Halloween Snowstorm 2011     | \$89,234.27           |
| Hurricane Sandy 2012         | \$1,864,407.43        |
| February 2013 Snowstorm      | \$1,863,428.65        |
| July 2013 Floods             | No Funds Expended     |
| <b>EXPENDITURE TOTAL:</b>    | <b>\$6,543,556.68</b> |





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## COMMUNICATIONS

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### COMMUNICATIONS SECTION

**T**he Communications Section's responsibilities include functioning as the State Alternate Warning point for receiving and relaying alert warning messages. These alerts and warnings may originate from the National Weather Service, Vermont Yankee, Seabrook Station, FEMA or many other types of all hazard origination.

These activities are managed from the State Emergency Operations Communications Room adjacent to the SEOCC. The Emergency Alert System messages composed by the Public Information Officer are transmitted to the public from the communications room by the EAS Operator.

The Communications Section is staffed by a Section Chief, but volunteer support is available through NH ARES Amateur radio operators and NH Telecommunications Emergency Response Team. The Communications Section also monitors public safety traffic and constantly assesses the State communications infrastructure operational status.





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# DIVISION OF EMERGENCY SERVICES AND COMMUNICATION



## Mission Statement:

The mission of the Division of Emergency Services and Communications, Bureau of Emergency Communications is "to serve as the communications link between the public and public safety agencies." We shall work daily to exceed all standards of excellence by providing state of the art E9-1-1 and other communication services. In doing so, we envision a day when every person in the State of New Hampshire will know and use 9-1-1 with the utmost confidence that a high level of assistance will follow; furthering the ideal of "One Nation, One Number." Additionally, we will provide any other emergency support services as directed by the Commissioner of the Department of Safety.

The Division of Emergency Services and Communications {DESC} consists of the Bureau of Emergency Communications, which operates the State's Enhanced 9-1-1 emergency telephone system, the Bureau of Telecommunications, which provides the State Agency telephone system, and the Bureau of Communications Maintenance.

The Bureau of Emergency Communications (BEC) provides instant 911 access to police, fire and emergency medical assistance from any wired or cellular telephone in the State. The E9-1-1 system provides a nationally accredited, state-of-the-art emergency service response to residents and visitors to the State. It continues to have one of the lowest (currently at 57 cents per active telephone, including VoIP beginning January 1, 2013) monthly telephone surcharge. During FY 2013, the Division worked on a number of projects to improve service. These include:

- ▶ Emergency Medical software upgrades for E9-1-1 Emergency Medical Dispatchers and NH remote dispatch agencies.
- ▶ Data Operations implemented and maintains the statewide Emergency Notification System (ENS).
- ▶ NH VIEWW inter-agency shared GIS System School Project for development and production of safety and security related map products to assist local jurisdictions and school districts in emergency planning, preparedness and response actions for school emergency situations.

## ADMINISTRATIVE SUPPORT SECTION

The Administrative Section handles budget and financial transaction oversight, multi-facility and vehicle fleet maintenance, public relations, workforce development, general support of the division's sections (PSAP, IT, Mapping/GIS, and Special Projects, in addition to the Communications Maintenance Bureau), and legislative interaction. Activities include ordering, payment



## ADMINISTRATIVE SUPPORT SECTION

### DIVISION OF EMERGENCY SERVICES AND COMMUNICATION

processing, inventory control, and auditing, E9-1-1 surcharge receipt and tracking, expenditure tracking, Governor and Council contract preparation, and various HR functions. Public relations includes graphics support for many division and department initiatives, production of the semi-annual newsletter, Supplemental ALI database maintenance, providing Public Safety Answering Point (PSAP) tours, outreach presentations to schools, community groups, and other dispatch agencies, and a host of other communication projects such as division LEAN events.

This past year, the administration section focused primarily on becoming more efficient and productive, by implementing tighter integration of project management best practices and improved communications, both internally within the Unit and externally with division sections. Additionally, the Unit improved E9-1-1 surcharge payment submission and tracking by revising reporting forms for more distinction between wired, wireless, and Voice Over Internet Protocol (VoIP). One of the new initiatives implemented was the "Flight Path" database, wherein all major section projects and key areas of staff responsibility is tracked and monitored as to project management needs (resources, contracts, authorization, time, etc.).

Legislative Support includes reviewing and making recommendations for Administrative Rules changes, responding to legislative service requests (LSR's), and researching and testifying on behalf of the department on areas of E9-1-1 concern.

The maintenance staff takes care of fleet and facility maintenance needs, including mechanical, safety, cleanliness, and aesthetics at the Laconia and Concord PSAP facilities, as well as sites such as the IPOC garage which houses the division's main communication response vehicles and remote sites where communication apparatus are located.

### OPERATIONS SECTION

The two call centers known as Public Safety Answering Points (PSAPs) are located 26 miles apart and offer redundant systems that are unmatched anywhere in the nation. These PSAPs are distant enough from one another to ensure survivability of one location in all but the most catastrophic situation. Should one facility become inoperable, all calls will be answered at the surviving facility.

The Bureau performs a large and growing number of functions and support services. In FY2013 we performed 975 "exigent requests" for law enforcement.



## OPERATIONS SECTION

An “exigent request” is a life-threatening situation or one in which imminent harm is anticipated, where the only information might be a phone number. The supervisor will enter the phone number into an online database known as the Local Number Portability Enhanced Analytical Platform (LEAP). LEAP identifies the service provider, who is then contacted for subscriber information. In the case of cellular phones, the Bureau also requests location information of the handset last in use. Prepaid cellular phones pose particular challenges. Often times, the phones cannot be located by the provider and subscriber information may be fictitious or missing.

E9-1-1 also performs 759 “judge requests”. These are situations that arise outside of normal business hours where law enforcement requires access to a judge in an emergency situation. The Bureau is the primary contact for the court system in many areas of the state.

Among the provided services, the Bureau locates emergency sign language interpreters for law enforcement, the courts, hospitals, etc. We performed this service 15 times in fiscal year 2013. This involved using a phone list with approximately 100 names and calling each interpreter until one agrees to take the assignment. A plan is in place to make this process more efficient.

When a hospital in southern New Hampshire goes on “diversion”, (temporary refusal of new emergency cases) the Bureau is the contact agency. Reasons for these diversions range from Emergency Department saturation to Cardiac Cath Lab shutdown. Once contacted with the diversion request, we notify a predetermined list of surrounding dispatch agencies and ambulance services that might bring patients to those hospitals. Each diversion request is good for 3 hours, a policy set by the New Hampshire Hospital Association. If an extension is requested, it necessitates a new round of phone calls, as does the hospital coming off diversion.

The Bureau serves as the contact point for emergency services requiring a foreign language interpreter. In FY2013, the BEC utilized the AT&T Language Line service 945 times requesting 39 different languages. Spanish was requested the most at 539 times and four others were requested only once. The majority of these requests were to allow us to process calls but many are because the emergency services community reached out to us for assistance.

The statewide Emergency Notification Systems (ENS) was introduced in 2012 to both PSAP’s and the State. E9-1-1 supervisors are able to generate a



## **OPERATIONS SECTION**

recorded telephone message to a user-identified geographic area at the request of pre-authorized government officials in emergency situations. This system will automatically call land line telephones and play a customized message.

It was discovered this past year that the algorithm we use to capture 911 calls was over reporting. While it appears that there is a significant decrease in calls since 2011, this is not the case. It is the way the data are separated. The 2 PSAPs processed 446,412 9-1-1 calls consisting of approximately 80% wireless calls and 20% VoIP and landline. Of those, approximately 90,000 were requests for medical assistance and the remainder were police and fire emergencies. TTY (Teletype for the deaf community) was utilized 13,676 times, the majority for open lines.

The Quality Assurance team reviewed 5,630 medical cases, and the supervisors reviewed 11,649 police and fire transfers with a compliance score of 99.4. Our medical quality assurance software was updated and staff received training. Our medical protocol software, ProQA, was also updated in 2012, providing many enhancements and necessitating additional training.

The Training Unit conducted three 16-week classes for new hires in this time frame. In addition, two 40-hour Communications Training Officer Certification classes were held for our employees and local dispatch agency employees. The software update required 55 hours of training for the telecommunicators and supervisors. There were 31 monthly continuing education programs offered in both PSAPs. Classes were held to allow personnel assigned to all shifts to take advantage. The training unit has participated in five classes on the implementation of the Emergency Notification System.

The Training Coordinator and the Operations Supervisor presented several lectures to the New Hampshire Emergency Dispatch Association at their annual conference this year as well as hosted an E9-1-1 round table discussion. The Training Coordinator also presented at the Stroke Conference to a group of approximately 250 nurses and physicians. At this presentation, the Bureau's newly-enhanced Stroke Protocol was introduced. It is expected to play a major role in reducing morbidity and mortality of stroke patients throughout the State.



### **DATA OPERATIONS SUPPORT SECTION**

**T**he Data Operations Support Section consists of three different units dedicated primarily to the maintenance of the E9-1-1 Telephone ALI (Automatic Location Information) Database and the E9-1-1 Geographic Information System (GIS) Database. These two

## DATA OPERATIONS SUPPORT SECTION

databases are mission-critical to the operation of E9-1-1, especially in locating of cellular calls, and are essential for the migration to the Next Generation 9-1-1 (NG 9-1-1). They are the basis of the statewide Emergency Notification System. These units, Mapping and Database and Community Relations, have separate, dedicated tasks, but most workflows require daily interactions between these units.

Since 1994, the Mapping Unit of the Data Operations Support Section has been utilizing GPS (Global Positioning System) Technology and GIS software to provide addressing systems and emergency response maps for communities across New Hampshire. The use of this technology and equipment has enabled us to provide accurate location information for wireless Phase II locations.

The E 9-1-1 GIS database currently contains more than 405,000 locations of addressable attributes such as houses, businesses, hospitals, police stations, fire stations, campgrounds, locations of defibrillators , etc. In the last year, the Data Operations Support Section has added over 35,000 location points to the database, bringing in the total number of fully collected cities, towns and unincorporated areas up to 218.

This data now includes highly detailed information for all the multi-tenant structures in the State. NG 9-1-1 standards dictate that there is one GIS site feature for each address and that it include “sub-address” which includes designations such as unit, apartment and suite. Currently the DESC has collected this NG 9-1-1 detailed address information in 67 communities.

The Data Operations Support Section continues to encourage cities and towns to change duplicate and similar sounding street names, as well as to change addresses that are confusing or inconsistent.

The Database Unit maintains the entire ALI Database, working to increase the accuracy of phone subscriber listings, their locations, and the associated table of Emergency Service Numbers (ESN) that directs emergency calls to the appropriate police, fire, and EMS dispatch agencies. The unit compares telephone subscriber records against a Master Street Address Guide (MSAG) that is constantly checked for internal consistency, and compares data to correct discrepancies.

Maintenance of the ALI Database requires processing and quality checking Service Order activity from over 20 different local telecommunications providers in New Hampshire. In the last year, the Database Unit processed over 5,000





## DATA OPERATIONS SUPPORT SECTION

service order files for a total of over 400,000 individual transactions to update the database.

The Community Relations Unit is responsible for maintaining relationships with local officials at 234 municipalities and more than 90 local dispatch centers. DESC representatives work on varied projects including GIS data collections, ALI discrepancy resolutions, address conversion, and Data Quality Assurance/Quality Control procedures. All interactions from the division to local officials are directed through these representatives.

Most recently, Data Operations instituted a new project to collect highly detailed information for all the multi-tenant structures in the State, NG 9-1-1 standards dictate that there is one GIS site feature for each address, including “sub-address” which includes designations such as unit, apartment and suite. This data will be used to validate address records for any device with the capability to dial 9-1-1, and also used to provide a more complete picture of where an emergency is occurring and how to most efficiently respond to that emergency.

Over the past year, staff from all three units assisted in the management and implementation of the statewide Emergency Notification System (ENS). Utilizing data from the GIS and ALI Database, the division operates an emergency alerting system which is available to every municipality in the State. Authorized officials have the ability to send out geographically targeted emergency message either by calling a PSAP supervisor to initiate a message, or by applying for direct access to the system by logging in. The division is maintaining this system, providing training classes on a regular basis, and assisting end users with troubleshooting any issues in regards to accessing the site. To date, 54 municipalities have signed up for the system.

### TECHNICAL SUPPORT SECTION

The Division’s Technical Support Section consists of an IT Manager and four Technical Support Specialists. For the better part of this period, the section was short-staffed. Toward the end of this time period, the section hired a new IT Manager and Technical Support Specialist.

The primary function of the Technical Support Section is to maintain and support the Enhanced 9-1-1 call center along with the 71 remote ANI/ALI workstations deployed over the frame relay wide area network (WAN) which connects to all dispatch agencies in the State. In addition, the Technical



## TECHNICAL SUPPORT SECTION

Support Section is responsible for support of the administrative local area network (LAN), coordination with all vendors, support of building access systems, and coordination with municipalities regarding pertinent Enhanced 9-1-1 system information such as Emergency Service Numbers (ESN).

In addition to the daily support requests from both inside and outside of the agency, a few of the major projects are listed below:

■ Testing and Development of upgrades for the “Valor” Computer Aided Dispatch (CAD) and MicroData x-Trakker Software.

“Valor CAD” is the software used to send information to remote dispatch agencies throughout the State. This system provides the platform for sending and receiving ANI/ALI data. The “MicroData x-Trakker” solution is the GIS/mapping solution used for map display in both the PSAPs and at remote dispatch agencies. This map display assists with locating callers in need of assistance and determining which Dispatch center a caller should be routed to for assistance. The Technical Support group has worked closely with the vendors and end users testing and enhancing the development to ensure success once both of these systems are fully vetted and prepared for development.

■ Emergency Medical Software Upgrade

This medical software is used by the Emergency Medical Dispatchers (EMD) and remote dispatch agencies, and was upgraded to the next major release during FY 2012. This year saw an upgrade to the software (AQUA and Faircomm server) used for evaluating medical cases and performance of the EMD's, ensuring medical compliance and accreditation.

■ System Visualization

Additional equipment was purchased to increase the number of virtualized systems in an effort to move as many current systems to virtual platforms where technically possible. The Division continues to see increased benefits from this conversion including additional survivability, performance increases, consolidated management, reduced power consumption, and an extended equipment use cycle.

■ VoIP System Deployment

The state-of-the-art Cisco IP phone system which was deployed in the Incident Planning and Operations Center has become the new model for the State as it



## **SPECIAL PROJECTS & NH VIEWW SECTION**

migrates from its legacy copper Centrex system. In this area, the Technical Support Section's role changed over this period to one of higher-tier support, while the day-to-day help desk and deployment was moved to the Telecommunications group.

### **SPECIAL PROJECTS & NH VIEWW SECTION**

**T**he Special Project Section collects geographic data throughout the State to support the delivery of emergency services at the state, regional and local levels. The Section maintains and updates electronic mapping data layers that are integrated in the location identification software utilized in the two PSAPs.

The data is used by the Emergency Medical Dispatchers to accurately locate wireless E 9-1-1 calls for processing to the local public safety dispatch centers. The section maintains an inventory of comprehensive maps for the PSAPs which include highway reference maps, high incident areas such as Lake Winnepesaukee, and popular recreation areas in the White Mountain National Forest, snowmobile trail maps, and special event areas throughout the State.

The Section also validates and maintains location information for each registered cellular telephone tower in New Hampshire. Verification and maintenance of this information is critical to the accurate location identification of a Phase I cellular E 9-1-1 call. This is an ongoing task as new cellular towers are installed throughout the state.

Revisions to previously-created, comprehensive maps for large dispatch and regional response areas continue to be developed and expanded. These regional maps include information such as hiking trails, recreation areas, and emergency helicopter landing areas, in addition to the standard road networks and transportation features.

The comprehensive maps assist both Emergency Medical Dispatchers in locating callers using E 9-1-1 and the local dispatch and response agencies in directing appropriate resources to the scenes of incidents. They have also proven to be a valuable resource for emergency planning and preparation activities for events such as NASCAR races, Motorcycle Week, and other venues that draw large crowds.



The Section works with the Trails Bureau of the Department of Resources and Economic Development in an effort to map snowmobile trails. This includes all groomed snowmobile trails in Coos, Grafton, and Carroll counties, totaling more than 2,500 linear miles. Trail junctions and other important locations such as 24-hour accessible wired phones, emergency helicopter landing zones and landmarks continue to be assigned addresses to E 9-1-1 addressing standards

## SPECIAL PROJECTS & NH VIEWW SECTION

and are added to the geographic database. The use of all-terrain vehicles (ATVs) on snowmobile trails is increasing. This Section is working with stakeholders to utilize existing snowmobile mapping standards and trail names, to ensure that a trail used in the winter for snowmobiling has the same name as an ATV trail in the summer. This reduces confusion among first responders. This work continues throughout the northern half of the State with the Bureau of Trails and local agencies.

The Special Projects Section utilizes current emergency response data and location information to support the Division of Homeland Security and Emergency Management (HSEM) in revising its radiological emergency response plan maps. The plan maps provide emergency responders with detailed maps of important community features such as municipal buildings, traffic control points and evacuation routes in areas surrounding the Seabrook Station and Vermont Yankee nuclear power plants.

The Section continues to assist HSEM with digital and paper displays of response-relevant data during Emergency Operation Center (EOC) activations and provides a geographical situational awareness function in addition to a sustained mapping effort.

The New Hampshire VIEWW platform is underway, intended to be the future of State agency information location validation, geographic analysis and reporting, leading the way to a transformation in State government efficiency.

As part of a multi-agency, collaborative project to address school safety and security, our most notable accomplishment this fiscal year was the development and production of safety and security related map products to assist local jurisdictions and school districts in emergency planning, preparedness and response actions for school emergency situations. Following the events at Sandy Hook Elementary School in Connecticut earlier this year, and in response to Governor Hassan's School Safety Initiative, the Section utilized previous high-resolution imagery acquisition and statewide GIS data to provide multi scale map products in paper and digital form. These provided all public secondary schools, to the respective law enforcement agencies and SWAT teams. Completion of the elementary and middle schools is targeted for the middle of FY14.

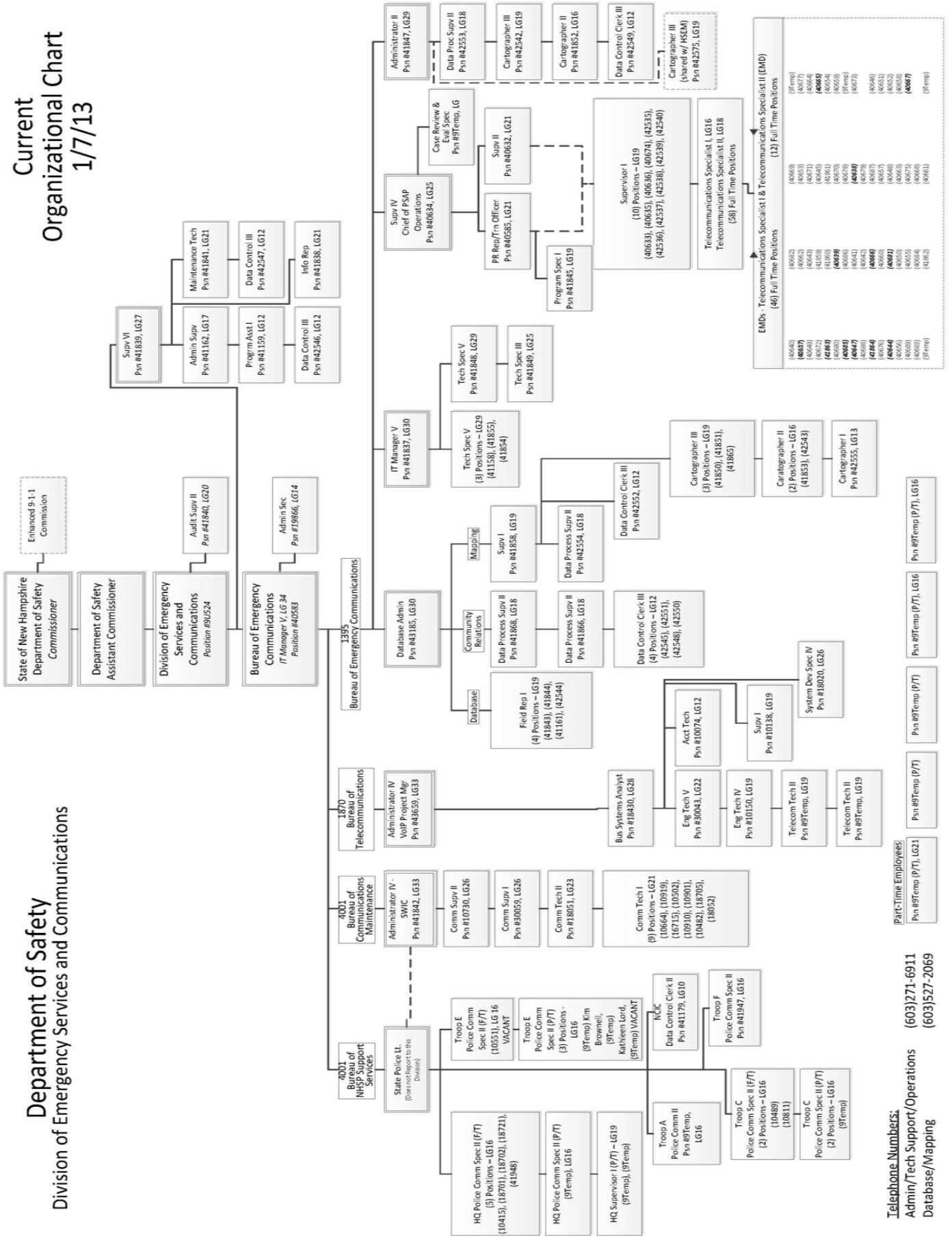


For more information, please visit:  
[www.nh.gov/safety/divisions/hsem/](http://www.nh.gov/safety/divisions/hsem/)



# Department of Safety Division of Emergency Services and Communications

# Current Organizational Chart 1/7/13



# DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

DIVISION OF FIRE STANDARDS AND TRAINING  
AND EMERGENCY MEDICAL SERVICES



## Mission Statement:

The Division of Fire Standards and Training and Emergency Medical Services primary mission is to increase the capability of the entire New Hampshire Fire and Emergency Medical Services through training, education and best practices. We believe in the achievement of excellence in our services through dedication, teamwork, and open communication. We are committed to exceeding expectations through the efficient research, development and delivery of all aspects of fire and emergency medical service training, education, and administration.

**T**he Division of Fire Standards and Training and Emergency Medical Services is dedicated to ensuring accessible, high quality and cutting edge training to more than 8,100 municipal, volunteer, and on-call, fire and Emergency Medical Service (EMS) responders statewide. The Division is researching best practices, and continuously striving to improve our comprehensive statewide EMS system. Our aim is to ensure the highest level of out-of-hospital emergency medical care possible to all persons within the State of New Hampshire, which translates to lives saved.

Calendar Year 2013 has seen some changes for the Division of Fire Standards & Training and Emergency Medical Services. Most notably, Director Perry Plummer accepted the position of Director of Homeland Security and Emergency Management. He was Fire Standards Director for all of Fiscal Year 2013. In early October, the Executive Council approved the Governor's nomination of Deborah Pendergast, previously the Deputy Fire Chief of Laconia, NH, as the new Director of the Division. Also, Nick Mercuri, firefighter, paramedic and RN from Gilford, became the Bureau Chief of Emergency Medical Services in August 2013. Overall activity at the Richard M. Flynn Fire Academy and in the field throughout every county in the state, is up to an all-time high of nearly 30,000 enrollments for various courses.

The budget for Fiscal Year 2013 was \$6,219,387. The Division is not funded through the General fund or tax dollars. It is funded through a fee charged to insurance companies for motor vehicle records, that makes up a dedicated Fire and EMS Fund. Not only does this dedicated fund support this Division, but it also funds the Division of Fire Safety (Fire Marshal's Office) and 11 percent of the Division of Homeland Security and Emergency Management. The Division of FSTEMS also receives some funding from tuition payments from students and/or their sponsoring agencies.

Another recent change at the Division was the retirement of Bureau Chief Dennis Roselen. The Division is now divided into two, down from three, major



## **BUREAU of FIRE TRAINING, CERTIFICATION and SUPPORT**

functional groups. Although these two Bureaus are linked together by their service to the citizens, each Bureau has a separate and distinct role in keeping New Hampshire citizens and emergency providers safe.

### **BUREAU OF FIRE TRAINING, CERTIFICATION, and SUPPORT**

**T**he Bureau of Fire Training, Certification and Support oversees all New Hampshire fire and rescue certification and training programs, both on site and in the field. This Bureau also oversees all support services required to fulfill our mission including all clerical functions, facility upgrades and maintenance, and maintenance of a transcript database. All heavy vehicle maintenance for the entire Department of Safety also falls under this Bureau.

- ▶ Students Enrolled -approximately 20,000 (up 10% )
- ▶ Courses Offered - 620 (up 15%)
- ▶ Certifications Achieved - 7261

This training spans all 10 counties, with approximately two thirds of all programs taking place in the field. The other one third of all programs were offered at the Division's campus in Concord.

### **BUREAU OF EMERGENCY MEDICAL SERVICES**

**T**he Bureau of Emergency Medical Services manages the training, testing, and licensing of EMS providers, units, instructors, training agencies, EMS dispatchers, and EMS vehicles, including wheelchair vans. Bureau activity continues to be on the increase.

- ▶ Licensing of 5,332 EMS Providers (up 10%)
- ▶ 219 1st Responders
- ▶ 2,649 EMT-Basics
- ▶ 921 EMT-Intermediates
- ▶ 419 Advanced EMT's
- ▶ 961 Paramedics
- ▶ 153 Instructor Coordinators
- ▶ Licensing of 301 EMS Services
- ▶ Licensing of 496 EMS Vehicles



### **NEW INITIATIVES**

The Bureau of Emergency Medical Services is working on several new programs or initiatives.

# BUREAU of EMERGENCY MEDICAL SERVICES

## DIVISION OF FIRE STANDARDS AND TRAINING AND EMERGENCY MEDICAL SERVICES

- **The Bariatric Project** - \$264,000 of Grant funding to develop an equipment cache and training throughout the state to allow our emergency medical responders to safely transport bariatric or obese patients.
- **Mobile Integrated Health (Community Paramedicine) Project**- Researching best practices and systems that will allow NH to be responsive to changes in the Affordable Care Act and be more proactive in assisting with public health and patient home care issues.
- **Naloxone (Narcan) Project** - Looking at the feasibility of all levels of emergency medical responders having the training for and the access to this potentially life-saving drug in the face of the narcotic public health emergency.
- **Active Shooter Protocol Project** - We are in the research phase of this recent trend of giving additional training and equipment which will allow our EMT's and Paramedics to enter the "warm zone" in school shootings and other active shooter situations.

### TRAUMA and EMS INFORMATION SYSTEM

As with any medical profession recordkeeping is a vital part of quality patient care. NH Emergency Medical Services has a statewide electronic patient care record system called TEMSIS (Trauma and EMS Information System). This system is a secure, web based, mandatory electronic reporting system that is provided free of charge to every licensed EMS service in NH. The information entered in the system is available to the EMS services, hospitals, and state and national EMS stakeholders with appropriate legal protection for personal health information. In 2013, there were 301 NH EMS services with more than 5,000 EMS providers who entered 201,057 EMS incident records for the year. Currently, there are well over 1.2 million records logged in the system.

### NH TRAUMA SYSTEM

The Bureau manages the New Hampshire Trauma System. Hospitals, ambulance services and first responder groups throughout the state work alongside the system's leadership - the Trauma Medical Review Committee and the New Hampshire Bureau of Emergency Medical Services to meet and exceed standards set forth for trauma care. Hospitals were asked by the system leadership to participate in a voluntary assessment of their administrative and clinical capabilities in trauma care. New Hampshire currently awards four levels of hospital assignment within the trauma system (Level I, Level II, Level III and





## **BUREAU of EMERGENCY MEDICAL SERVICES**

Level IV) to those actively participating in the system. Members of the Trauma Medical Review Committee and the Bureau work together, along with participating hospitals, to continuously improve the delivery of care to seriously injured persons. The program continues to be successful. There are 11 hospitals with current Trauma Level designations, including one Level I designation, two - Level II designations, six- Level III designations, and one - Level IV designation. The committee continues to work with many other hospitals that are in various stages of the process, and we have committed to reengaging all NH Hospitals for formal participation in the New Hampshire Trauma System.

### **NEW HAMPSHIRE PATIENT CARE PROTOCOLS**

All NH EMS providers work under a statewide protocol system which provides them medical direction. It is overseen by the Bureau. These protocols are a "living document" developed and drafted by the Protocol Committee of the Medical Control Board. Keeping these protocols up-to-date and relevant takes continuous time and effort. At the option of the Bureau and the Medical Control Board, they can be edited and updated at any time. However, they are formally reviewed, edited, and released every two years. The next edition is scheduled to be released in 2015.

### **AUTOMATED EXTERNAL DEFIBRILLATION PROJECT (AED)**

One of the Bureau's most successful projects is the AED project. AED devices are known to significantly improve the chance of survival in a patient experiencing a cardiac arrest. One of the many Bureau goals is to increase accessibility to AED's in all sections of the state.

In July 2002, the New Hampshire Legislature passed Automated External Defibrillator Laws regarding the intent, definitions, training, limited liability, and an AED Registry to encourage the availability and use of AED devices throughout the state.

The "NH AED Registry" is a database of AED's located in "fixed" locations throughout the state and is a collaborative effort between an AED purchaser and the Bureau created to record the locations of AED's in New Hampshire. The "AED Registry" assists the Bureau in contacting AED owners in the event of device recalls, and providing updated AED-related information. The Bureau provides the NH Bureau of Emergency Communications (E 911) with AED location information for inclusion in their call screen database. When the E 911 Telecommunicator receives an emergency call from the assigned phone number, this screen prompts them to tell the caller about the location of the AED if the emergency is a potential cardiac arrest. There are currently 3,031 AEDs registered throughout the state.



# BUREAU of EMERGENCY MEDICAL SERVICES

## DIVISION OF FIRE STANDARDS AND TRAINING AND EMERGENCY MEDICAL SERVICES

The New Hampshire Bureau of Purchase and Property, Department of Administrative Services, has established a statewide contract to provide reduced pricing on AED equipment. This "AED direct purchase opportunity" is available to any New Hampshire organization.

The Bureau also teamed up with the NH Affiliate of the American Heart Association to develop a "HeartSafe Communities" designation program for local communities. The intent is to promote and recognize the availability of accessible AED's statewide. To date we have 21 "HeartSafe Communities" in the state. We anticipate more towns coming on board with this program.

### TRAINING GRANT FUNDING

Last year many departments across the state took advantage of the over four million dollars awarded through the Homeland Security Grant Program. This was a "one time" award which gave the New Hampshire first responder community an outstanding opportunity to raise the training and preparedness levels of full time, call and volunteer first responders while keeping the training cost neutral to participating communities.

Training programs offered under the Homeland Security Grant Program included a host of specific technical rescue courses including Rescue Skills, Rescue Systems I & II, Technical Trench Rescue, Technical Rope Rescue Operations, Technical Confined Space Rescue, and Swift Water Rescue. The NH Fire Academy became a licensee of the new International Association of Firefighters Ground Survival Program. This life saving course was offered on several occasions both on and off campus to our state's first responders. Additionally, current Hazardous Materials team members were offered a much-needed 40 hour refresher program with the Homeland Security funding. Other Hazmat programs such as Operations, Decontamination and Initial Technician Programs were scheduled to help fill some of the training gaps identified. The staff and instructors worked diligently to offer so many needed programs in a short time frame. 2013 and 2014 funding totals nearly one half million dollars to continue to offer such valuable training.

### FIRE FIGHTER ENTRY LEVEL TESTING PROCEDURES

The Division conducts the statewide entrance testing which is used by fire departments throughout the state. The candidate testing includes a general knowledge written test to measure a candidate's ability to read, comprehend, and solve simple math and technical problems, which would indicate that they are able to learn the basic skills of fire training and education. Following the



## **FIRE ACADEMY BUREAU**

written exam each candidate must pass the nationally recognized “Candidate Physical Ability Test” (“C.P.A.T”). Although the physical agility test does not require any prior firefighting education or background it does require the candidate to run an agility course of eight specific task that are highly relevant skill sets for firefighting. Enrollment to compete in this testing process continues to be extremely high as 472 candidates signed up for this year’s exam. Once the candidate has passed both written and physical agility tests they are placed on a statewide list depicting their contact information and certification level for both fire and EMS. This list is then distributed to all participating fire departments. This program is funded by the \$100 testing fees assessed to each candidate.



### **COURSE/PROGRAM EVALUATIONS AND AUDITS**

To ensure all programs conducted or overseen by the Division are of the highest quality possible and meet the recommended standards, a “Peer Review and Auditing Program” has been expanded. Numerous audits have been conducted statewide for both Fire and EMS classes. Although these are time consuming they are vital in ensuring the students receive the highest possible level of education.



# FIRE ACADEMY BUREAU

## NORTH COUNTRY BURN FACILITY

Much progress was made in 2013 with our North Country training facility. The decision was made to name the facility, and with a unanimous vote from Governor and Council, the Facility now officially bears the name **Raymond S. Burton North Country Fire and EMS Training Facility**. We anticipate an early summer 2014 ribbon cutting ceremony. As of late December 2013, the ground work for the burn building is complete, the steel framing is in place, and most of the structure has been erected. Some demolition has taken place at the classroom building, and interior walls are going up. The design includes a 36 seat classroom, a small conference room or second classroom, a field office, a storage area, and a decontamination bay for cleaning gear and equipment after training. The three northern counties, Coos, northern Carroll, and Grafton, consisting of 39 fire departments covering 60 communities, will soon have a regional site that will meet their training and budget needs. The project continues to move forward and will be complete during the spring/summer 2014..

The Bureau of Fire Training, Certification and Support is looking at new programs:

- ▶ **Rail Car Project-** We are working with the NH Hazmat Collaborative and Pan Am Railways to potentially accept the donation of a rail car to use as a training prop on our drill yard for Mass Casualty, technical rescue and hazmat scenarios.
- ▶ **Instructor Development Project-** Several staff members from both bureaus are working together to overhaul our training, mentoring and hiring of staff instructors to ensure we develop and hire only the most capable, knowledgeable and appropriate educators to present programs to our students.

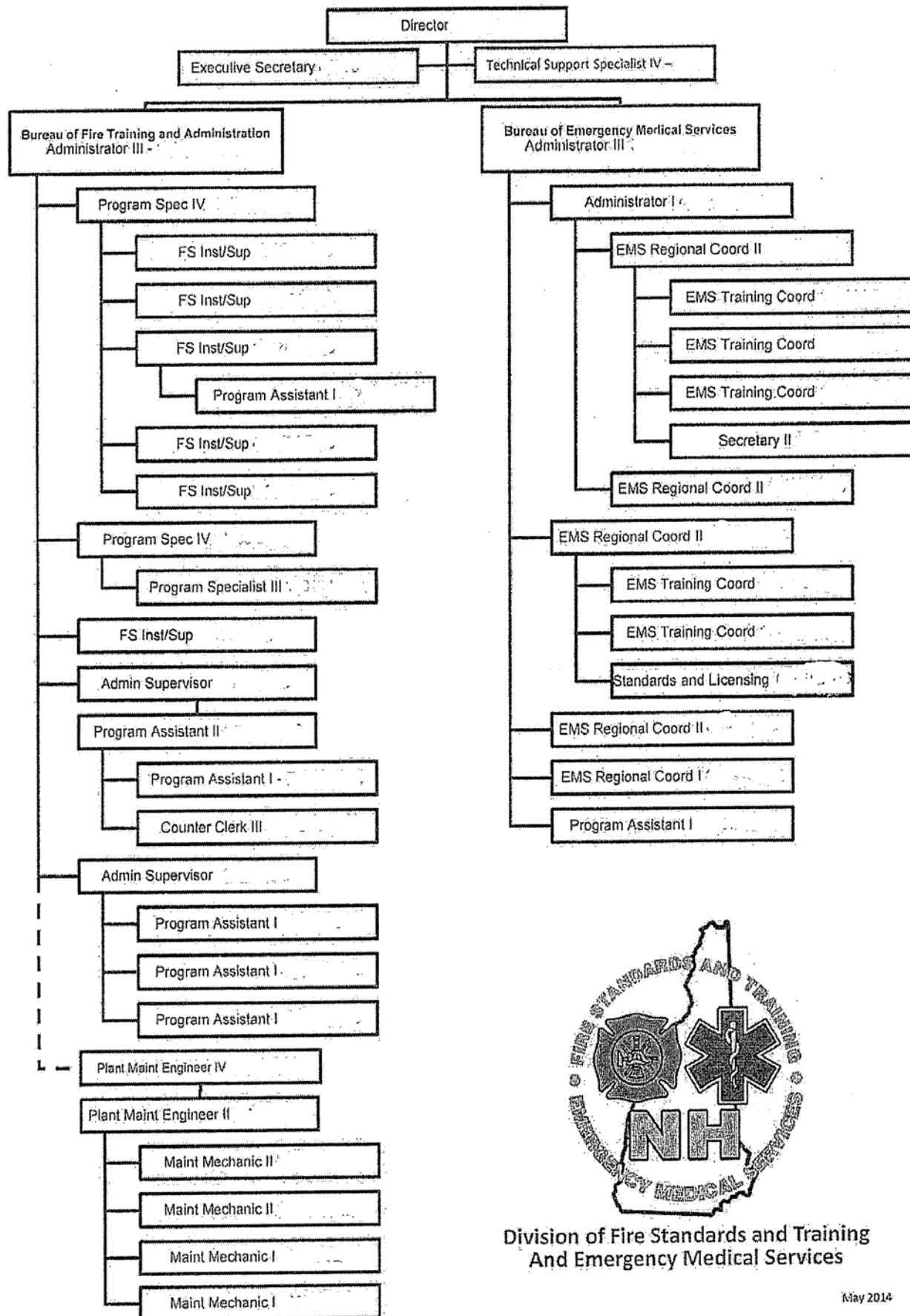
Finally, in 2013, the Academy continued to host the week long Explorer Program, the week-long girls' fire camp," Camp Fully Involved", and many other State agency programs, Legislative campus tours, and our annual Fallen Firefighter Memorial Observance.

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For further information, please visit:

[www.nh.gov/safety/divisions/fstems/index.html](http://www.nh.gov/safety/divisions/fstems/index.html)





Division of Fire Standards and Training  
And Emergency Medical Services

May 2014

# DIVISION OF FIRE SAFETY

## Office of the State Fire Marshal



### Mission Statement:

*It is the mission of the Division of Fire Safety, Office of the State Fire Marshal, to prevent deaths, injury and property loss by promoting a safe fire, building and hazardous materials environment for the citizens and visitors of New Hampshire through education, engineering, investigation and enforcement.*

The Division of Fire Safety, Office of the State Fire Marshal, is responsible for the protection of the public and the state's fire service with coordinated efforts in Code Enforcement, Public Education, Hazardous Materials, and Fire Incident Investigation, thereby reducing the loss of life and property due to fire, building collapse, explosives incidents, and other emergencies. The Division is divided into four bureaus: **Investigations, Special Operations and Communications, Building Safety and Construction, and Administration.** J. William Degnan served as the State Fire Marshal during FY 2013.

### FIRE INVESTIGATIONS

The state is split into two districts covering seven individual regions. Two district chiefs supervise seven investigators who each are responsible for a region of the state. These fire investigators are law enforcement officers who specialize in fire origin and cause investigation, criminal investigations involving arson, and other crimes. They also lead investigations into fatal fire deaths, building collapses, explosions, and carbon monoxide related incidents.



*District Chief Schultz and Investigator Riley on scene in New Ipswich.*



*Investigator Berube conducting a fire investigation in Newport.*



# BUREAU OF INVESTIGATIONS

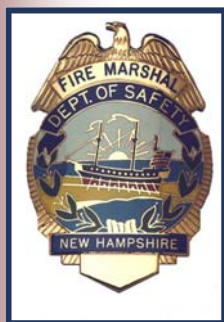
## Office of the State Fire Marshal

Training is an important facet for the investigators. Investigators frequently attend training through various educational opportunities provided in cooperation with the National Fire Academy, St. Anselm's College Arson Seminar, Post-Blast Investigation conducted by the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives and those provided by the N.H. Police Standards and Training Council and the NH Fire Academy. These training opportunities allow the investigators to keep up with current trends involved with fire origin and cause investigations as well as criminal investigations.

The U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives currently details a special agent to the NH Fire Marshal's Office. This special agent assists the Investigators with cases that involve violations of federal law and cases that involve the use of firearms and explosive devices. The investigators and the six part-time inspectors assigned to the Bureau of Investigations conduct fire and life safety inspections on all State buildings and assist local fire departments with any fire and life safety code inspections or code interpretations. Collectively, the investigators and inspectors conducted 75 total fire and life safety inspections.

| Fire and Life Safety Inspections FY 2013 |           |
|--|-----------|
| Apartments                               | 2         |
| Assemblies                               | 17        |
| Businesses                               | 6         |
| Detention Facilities                     | 9         |
| Educational Occupancies                  | 13        |
| Health Care Occupancies                  | 4         |
| Industrial Occupancies                   | 1         |
| Lodging/Rooming House                    | 3         |
| Mercantile Occupancies                   | 14        |
| One/Two Family Residences                | 2         |
| Mixed Use Occupancies                    | 2         |
| Other Occupancies                        | 2         |
| <b>TOTAL INSPECTIONS:</b>                | <b>75</b> |

| Fire Investigations FY 2013  |            |
|------------------------------|------------|
| Fatal Investigations         | 14         |
| Undetermined                 | 67         |
| Incendiary                   | 32         |
| Natural                      | 0          |
| Accidental                   | 33         |
| Under Investigation          | 14         |
| Consultations                | 22         |
| Other Investigations         | 12         |
| <b>TOTAL INVESTIGATIONS:</b> | <b>194</b> |



**TIP: Test smoke and carbon monoxide detectors monthly.**



# BUREAU OF INVESTIGATIONS

## Office of the State Fire Marshal

The Bureau of Investigations responded to and investigated a total of 194 fires and related incidents during FY 2013, 14 of which were death investigations. There were 11 arrests made in connection with incendiary fire investigations and violations of the fire and life safety codes during that time period.

### IGNITABLE LIQUID CANINES

The New Hampshire State Fire Marshal's Office has two canines. Canine Molly, a yellow Labrador retriever, is located in Coos County and Andre, a black Labrador retriever, is located in Belknap County. Both canine and handler are certified as a team through the Maine State Police Accelerant Detection Canine program and are re-certified annually. They train, daily, 365 days of the year. In FY 2013 they assisted the investigators on 41 cases and have been to numerous other fire scenes for other agencies as assists and/or active training.



*K-9 Molly at recertification training with Investigator Dubois.*



*K-9 Andre during recertification training.*



*K-9 Andre conducting investigation with Investigator Southwell.*





# BUREAU OF SPECIAL OPERATIONS

The Bureau of Special Operations is split into four sections. They are the Hazardous Materials Section, Fireworks Safety Section, Public Education Section and the Data Analysis Unit.

## HAZARDOUS MATERIALS



*Hazmat Response in Lebanon.*

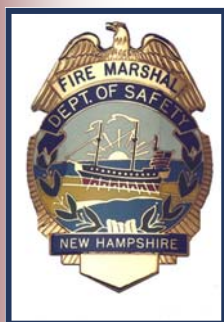
The division has one full time Hazardous Materials Coordinator. The Hazardous Materials Section provides technical assistance and guidance to the Regional Hazardous Materials Teams and communities throughout the state. It also assists communities with the development of hazardous materials emergency action plans, transportation, manufacturing, usage, storage and disposal questions regarding hazardous materials, and general hazardous materials questions.

Hazardous materials reporting through the Federal SEPA TIER 2 system is collected and compiled to assist communities with hazardous materials response planning. The Coordinator assists state and local fire inspectors as they inspect buildings for fire and life safety code violations involving any hazardous materials issues. The Section also provides technical assistance to Fire Investigators in cases where hazardous materials are involved.

The coordinator assists federal agencies with his technical expertise on known or potential hazardous materials involved in (CBRNE) Chemical, Biological, Radiological, Nuclear, Explosive, or Clandestine Laboratory activities. The Hazardous Materials Coordinator is assisted by two other investigators. All are federally recognized members of the DEA Clandestine Laboratory Enforcement Team, a multi-agency response team. The coordinator has attended specialized training in the handling of methamphetamine labs and is certified by DEA as a clandestine lab

investigator and site safety officer. The Hazardous Materials Section administers numerous outreach programs to police, fire, and emergency medical services, as well as other government agencies, private businesses and industries regarding hazardous materials awareness.

| Hazardous Materials<br>FY 2013   |      |
|----------------------------------|------|
| Hazardous Materials Responses    | 161  |
| Clandestine Laboratory Responses | 11   |
| Outreach Programs                | 42   |
| Tier 2 Program Facilities        | 1476 |



# BUREAU OF SPECIAL OPERATIONS

## FIREWORKS SAFETY

Fire investigators assigned to the Bureau of Special Operations are responsible for conducting inspections, investigations, and other enforcement activities relative to the use, handling, storage, transportation, and sales of fireworks. The Bureau of Special Operations Fireworks Safety and Enforcement Unit licenses and issues permits anyone utilizing pyrotechnic, flame, or special effects before a proximate audience, and approves permits for those events.



*Warrior Dash event detail at Gunstock Mountain.*



*DFERT training class in Rochester.*

On July 3, 2012, New Hampshire experienced one of the state's largest ever consumer fireworks incidents, which occurred in the Town of Pelham. Fire investigators from the bureau spent hundreds of hours processing the scene, collecting evidence, interviewing witnesses, and injured persons. As a result of this single incident, 13 people (8 adults and 5 children) were injured, some seriously, and were transported to multiple hospitals both in New Hampshire and Massachusetts. This was a busy day for the Bureau as on the same evening, five additional people (one adult and four children) were injured in two separate incidents elsewhere in the state.



*Investigator Wyman and Assistant Fire Marshal Raymond remove evidence from scene in Pelham.*



Office of the State Fire Marshal

# BUREAU OF SPECIAL OPERATIONS

## Office of the State Fire Marshal

| FIREWORKS ACTIVITY FY 2013            |     |
|---------------------------------------|-----|
| Display Firework Site Inspections     | 126 |
| Blasting Incidents Investigated       | 1   |
| Retail Store Inspections              | 100 |
| Firework Seizures                     | 2   |
| Dense Pack Approvals                  | 165 |
| Proximate Audience Permits            | 96  |
| Proximate Audience Licenses Issued    | 34  |
| Facility Inspections                  | 2   |
| Fire/Injuries/Accident Investigations | 5   |
| Total Number Injured:                 | 20  |
| Building Fires:                       | 2   |
| Public Education Programs             | 8   |
| Fireworks Disposal Days               | 3   |
| Department Assist – State of Ohio     | 1   |
| Licensing Hearings                    | 2   |
| Fireworks Activity Total:             | 567 |

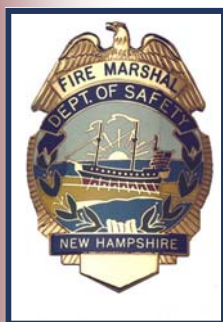
On June 25, 2013, the Bureau's fire investigators began investigating an incident involving an eight-year-old, who suffered 3<sup>rd</sup> degree burns over 20% of her body, when the clothing she was wearing caught fire from a sparkler. This incident remains under investigation.

In the Spring of 2013, fire investigators partnered with the National Fire Protection Association (NFPA) to create two public service announcements concerning the dangers of consumer fireworks and the injuries that they can cause. These public service announcements were used in the NFPA's national media campaign.

### Firework Safety Tips

**The NH State Fire Marshal's Office highly encourages that fireworks be left to the professionals. Please follow these tips should you utilize fireworks.**

- ▶ Purchase only NH Permissible fireworks available at licensed retail stores throughout the state.
- ▶ Purchase **ONLY** the quantity that you will use.
- ▶ Permissible fireworks can **ONLY** be on displayed on property that you own.
- ▶ Have a water hose or fire extinguisher nearby in case of an unanticipated fire.
- ▶ Create a clear, level surface to display permissible fireworks away from things that can burn, or easily ignite.
- ▶ **Call 9-1-1** immediately in the event of a fire or medical emergency, don't wait.
- ▶ Adults 21 years of age or older should be only possessing and displaying permissible fireworks.
- ▶ Always wear eye protection.
  - ▶ Always follow the safety instructions provided on each firework device or package.
  - ▶ Light only one device at a time and move away quickly.
  - ▶ Keep all spectators at a safe distance from the firework display area.



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**For more information please visit:**  
[www.nh.gov/safety/divisions/firesafety/](http://www.nh.gov/safety/divisions/firesafety/)

# BUREAU OF SPECIAL OPERATIONS

## PUBLIC EDUCATION

The Public Education Section consists of two Public Educators. Together they manage a variety of public Fire and Life Safety Education components for the division. As coalition members with numerous groups, Fire and Life Safety Education messages continue to reach new heights and avenues. Fire and Life Safety resources and support were provided to local fire departments, public educators, public health professionals, elder service providers and any other service organizations interested in Fire and Life Safety Education. We took advantage of a variety of grant opportunities with the intent of enhancing the safety of the public and firefighters.

A combination of new and established programs helped meet the Fire and Life Safety Education outreach needs of the citizens of New Hampshire and fire departments. Our safety trailers and fire safety displays appeared at Safety Fairs and Events that were organized by a number of organizations and departments. During these events the Division provided fire and life safety handout information and integrated education into every attended event. Safety equipment and trailers are routinely maintained by a part-time equipment technician.



*Sparky the Fire Dog at NH Safe Kids 500 Event.*



*Governor Lynch signing Proclamation.*

Throughout the year, fire safety messages were kept in the forefront of citizens by providing public education topics through media resources that the division utilizes. The use of public media outlets allowed safety messages to reach a greater number of citizens and made them aware of events and safety facts to keep their homes and lives safer. The Public Educators maintained the website, produced an elementary school newsletter, and oversaw division participation in other organization newsletters with important safety messages on a regular basis. A number of press releases and public safety announcements were produced and distributed and proclamations were signed by the Governor. The Educators also worked with social media.



# BUREAU OF SPECIAL OPERATIONS



*Demonstration Sprinkler Trailer is one of the many public education items available for loan.*

The Division continued to work with fire departments statewide to encourage the use of the various educational programs supported by the Fire Marshal such as *Risk Watch®* and *Learn Not to Burn®*. Our Sprinkler and Public Education Trailers in addition to other loan equipment and displays are highly utilized by the educators attending, and by fire departments throughout the state.

Training opportunities including educational seminars, workshops and conferences were attended. These opportunities allow the educators to keep up with current trends and then utilize that information to enhance statewide educational outreach programs. The Section continued to develop new curriculum materials and pamphlets, and to introduce new fire prevention resources. Over the course of the year, two new large projects were introduced. The production of *Safety Educator*, a fire and life safety education fact newsletter, began. This newsletter is distributed to students, and their families, with the support and assistance of school superintendents, principals and teachers in grades Pre-K through grade 4. The *1<sup>st</sup> Annual Fire and Life Safety Calendar Contest* was held and prizes awarded to winning 3<sup>rd</sup> grade students throughout the state. It was well received and participation

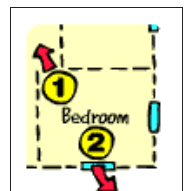


*Winners of 1st Annual Fire & Life Safety Calendar Contest*

was extensive. Calendars were distributed to New Hampshire school children. The calendar program was financially supported not only by the Fire Marshal's Office, the NH Fire Prevention Society, and by donations received from businesses and other organizations throughout the state.



**TIP: Have 2 Ways out of every room.**



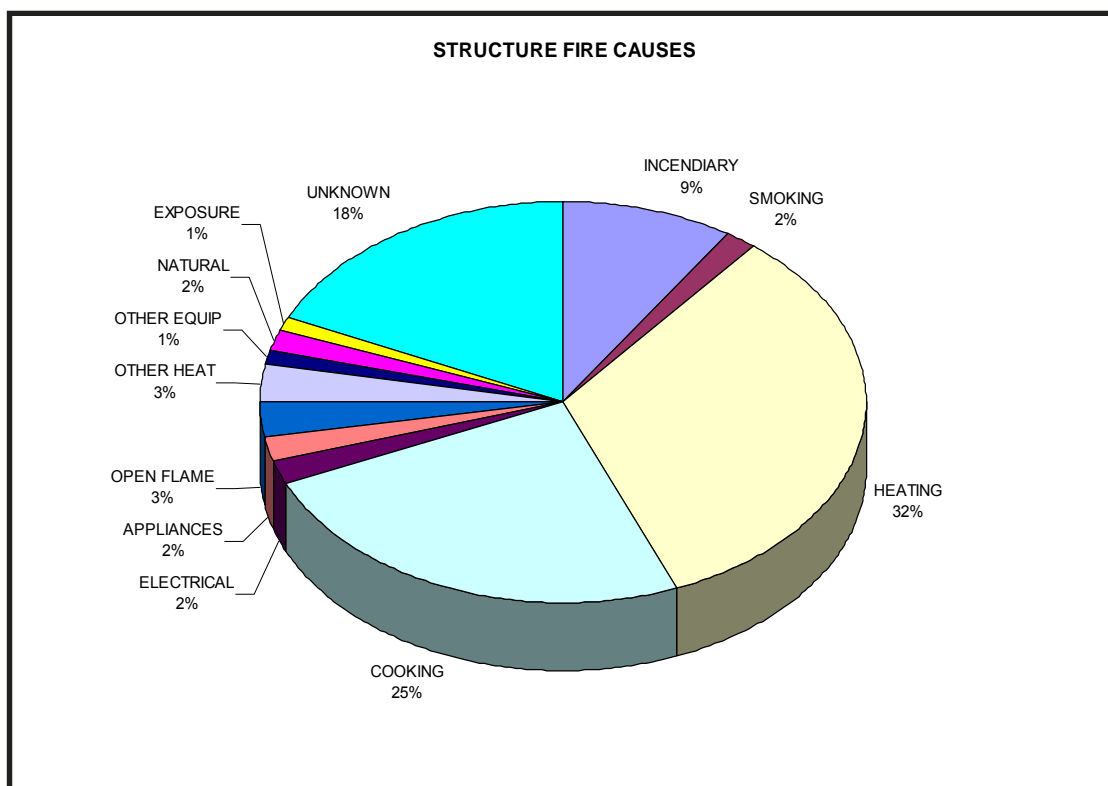
# BUREAU OF SPECIAL OPERATIONS

## Office of the State Fire Marshal

### DATA ANALYSIS UNIT

The Data Analysis Unit operates the New Hampshire Fire Incident Reporting System (NHFIRS) which is an integral part of the National Fire Incident Reporting System operated by the U.S. Fire Administration. The NHFIRS system collects incident data from fire departments across the state and provides details on the types of incidents that fire departments respond to. It also helps the division monitor what types of fires are occurring in New Hampshire. The Unit conducts training for fire departments on how the system works. One of the enhancements to the system this year was the release of the Data Entry Browser Interface (DEBI) which allows departments to enter data on any computer platform as long as they have an internet connection. The unit conducted four training sessions for fire departments.

New Hampshire fire departments responded to 130,544 calls during the fiscal year. 4,179 fires occurred during this same period. These fires caused \$42,453,173 in damages and resulted in 66 civilian injuries. The day-to-day operation of the system is performed by a Data Control Clerk in the Bureau of Administration and is overseen by the Bureau of Special Operations Commander who serves as the NHFIRS Program Manager.



# BUREAU of BUILDING SAFETY and CONSTRUCTION

The Bureau of Building Safety and Construction is organized into five sections. They are: **Mechanical Plumbing and Safety, Electrical Safety, Engineering and Plans Review, Modular Housing, and Tramway and Amusement Ride Safety.**

## MECHANICAL PLUMBING AND SAFETY

The Mechanical Safety and Licensing Section is responsible for the administration of Fuel Gas Fitting and Plumbing Licensing programs. In addition, the Mechanical Safety and Licensing Section is responsible for the administration of the Oil Heating, Water Treatment, and Fire Protection Certification Programs.

Recently, legislation consolidated the licensing and certification programs into one unit within the agency. A new Mechanical Safety Board will be seated this year and will develop rules for the administration, education for licensure or certification, continuing education for licensure, and corrective proceedings for licensees. The consolidation streamlines similar processes and reduces response time for field inspectors regionally across the state.

| <b>Plumbing Safety and Licensing<br/>FY 2013</b> |       |
|--|-------|
| New Licenses Issued                              | 218   |
| Licenses Renewed                                 | 2,901 |
| General Information Requests                     | 1,224 |
| Licensing Compliance Inspections                 | 245   |
| Investigations                                   | 67    |
| Consumer Complaints                              | 41    |

| <b>Mechanical Safety and Licensing<br/>FY 2013</b> |       |
|--|-------|
| New Licenses Issued                                | 444   |
| Licenses Renewed                                   | 2,485 |
| General Information Requests                       | 1,920 |
| Licensing Compliance Inspections                   | 1,011 |
| Code Compliance Inspections                        | 300   |
| Investigations                                     | 83    |
| Consumer Complaints                                | 41    |



TIP: Never store or use propane gas cylinders larger than one pound in the home.



# BUREAU of BUILDING SAFETY and CONSTRUCTION

The Mechanical Safety Section has five full time field inspectors and a Chief Inspector who respond to consumer complaints and perform licensing and compliance inspections. The licensing of tradesmen regulated by this bureau is accomplished through the Bureau of Administration. The licensing clerks take pride in their response to walk-up applicants who have an immediate need and or concern.

The Mechanical Safety Inspection Team works on licensing compliance, providing municipal assistance to code and fire officials, working with DHHS and DES on drinking water and food safety, and working with our partners in the propane industry to ensure proper odorant levels are present in propane so dangerous leakage can be detected. The Mechanical Safety Section has developed additional consumer safety information under the direction of State Fire Marshal J. William Degnan and with the support of Senator Kelly Ayotte to enhance the levels of protection and safety in the use of yellow-coated, corrugated stainless steel gas tubing (CSST), on a national and state level. Each of these programs is a part of our continued dedication and commitment to public safety.



*Inspector Sherman at a propane explosion in Albany.*

Office of the State Fire Marshal





# BUREAU of BUILDING SAFETY and CONSTRUCTION

## ELECTRICAL SAFETY

The Electrical Safety and Licensing Inspectors were responsible for the enforcement of electrical licensing and apprentice regulations, laws and rules. The inspectors from this section visited construction sites on a regular basis to ensure that the work was being performed by proper New Hampshire licensed electricians. Additionally they were available to provide technical assistance and code interpretations when requested.

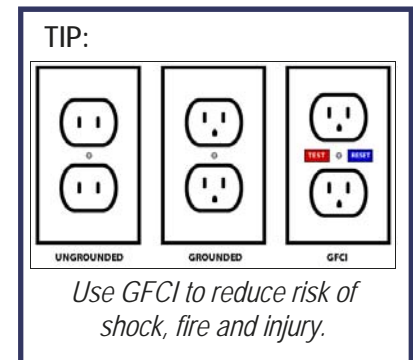
The Inspectors were also utilized by the Bureau of Investigations as well as local fire and police departments in investigations where electricity was involved and victims were injured or killed.

On July 1, 2013 this section, the inspection and licensing staff and board was transferred to the Joint Board of Licensure and Certification in a statewide legislative reorganization.

### Electrical Safety Tips

The NH State Fire Marshal's Office highly encourages that electrical work be done by a qualified licensed electrician. Please follow these safety tips.

- ▶ When buying or remodeling a home have it thoroughly inspected by a qualified electrician.
- ▶ Only plug ONE heat-producing appliance (coffeemaker, toaster, hair dryer, flat iron, etc) in an outlet at a time.
- ▶ Major appliances (refrigerator, washer, dryer, stove, air conditioner, etc.) should be plugged directly into a wall receptacle outlet.
- ▶ An Arc Fault Circuit Interrupter (AFCI) is a type of circuit breaker that shuts off electricity when a dangerous condition occurs. Consider having one installed in your home by licensed electrician.
- ▶ Use a Ground Fault Interrupter (GFCI) to reduce the risk of shock where there is a possible contact with water. They should be installed inside the home in bathrooms, kitchens, garages, and basements and outside at swimming pools. ALL outdoor outlets should be GFCI protected.
- ▶ Check electrical cords to make sure they are not running across doorways or carpets.
- ▶ Extension cords are for temporary use only.
- ▶ Use light bulbs that match the recommended wattage on the lamp or fixture.



For more information please visit:  
[www.nh.gov/safety/divisions/firesafety/](http://www.nh.gov/safety/divisions/firesafety/)

# BUREAU of BUILDING SAFETY and CONSTRUCTION

## ENGINEERING AND PLAN REVIEW

The Engineering and Plans Review Section is comprised of three part-time reviewers. It is charged with ensuring that all State-owned buildings, Department of Health and Human Services licensed facilities, University System of NH and Community College System projects are designed and constructed in accordance with the NH State Fire Code. This section also enforces the State Building Code requirements on State-owned properties.

When requests for variances or waivers to the fire code are submitted to the State Fire Marshal, the Section provides the technical research required so that he may render an informed decision. The section received 143 plans for review and processed 23 variances this year.

The Section continues to meet regularly with the University System and several other State agencies on their new projects to provide technical assistance throughout the entire design and construction process.

Technical assistance and code interpretation services are also provided to local building officials and fire departments when requested, on an average of 10 code-related questions each day.

## MODULAR HOUSING

The Modular Housing Program was established to ensure that modular building components are constructed in accordance with the State building and fire codes through a system of approved third party inspection agencies and a certification process. This provides local enforcement agencies with assurances that all concealed construction complies with applicable codes.

In FY 2013 the section issued 299 modular housing labels for housing units constructed by 68 different manufacturers; and registered seven third party inspecting agencies. The issuance of labels and certifications occurs in the Bureau of Administration.

This past year, the section responded and investigated five consumer complaints and provided considerable assistance to local building officials with modular housing issues.



TIP: Grills should be placed away from the home.



# BUREAU of BUILDING SAFETY and CONSTRUCTION

## TRAMWAY AND AMUSEMENT RIDE SAFETY

Tramway and Amusement Ride Safety is a Unit that oversees the safe and enjoyable use of the state's ski industry resources. It was then expanded to ensure compliance with safety regulations for carnival and amusement ride operators.

One of the primary functions of this group is to oversee the design review, registration, inspection and compliance with the laws, rules and safe operating procedures for all mechanical ski lifts, tramways, portable and fixed ski tows. Tramways and Amusement Ride Safety also oversees the registration, inspection and compliance with the laws, rules and safe operating procedures for any mechanical amusement rides, while staying current with the ever-changing forms of amusement rides the industry puts forward. Many types and forms of amusements are regulated, including bungee jumping.

| Recreational Ride Safety<br>FY 2013    |      |
|--|------|
| Amusement Ride Registrations           | 521  |
| Tramway Registrations                  | 180  |
| Inspections                            | 1200 |
| Tramway Incident Investigations        | 43   |
| Amusement Ride Incident Investigations | 30   |



*Cannon Tramway Maintenance*



# BUREAU OF ADMINISTRATION

## BUREAU OF ADMINISTRATION

The Administrative Section of the Division of Fire Safety is responsible for providing customer service, issuing all licenses, certifications, and identification cards, collection of revenues, purchasing, statistical record keeping, and day-to-day operations.

The licensing section is made up of electrical safety and licensing, with an administrative assistant, licensing clerk and clerk; mechanical safety and licensing, with an administrative supervisor; and plumbing licensing and safety, with a clerk. Also the licensing section is responsible for the accountability of revenue for Aerial Lift and Carnival Ride Safety, fire protection equipment firms and technicians, lightning rod dealers and installers. The modular building program, pyrotechnics permits, and licensed fireworks shooters as well as oil heating technicians. This section moved from 110 Smokey Bear Blvd. to 33 Hazen Dr in the Fall of 2011 for easy accessibility and convenience for the licensees. In July 2013, the electrical safety section moved to the N.H. Joint Board on the NH Hospital campus.



*Administrative Staff Food Drive*

In September 2012 employee Shana Warriner organized a food drive for the Department of Safety. The food drive raised more than \$1,600.00 and provided an excess of 2,000 lbs of food for the NH Food Bank. In February 2013 Jennifer Duquette transferred to the plumbing safety and licensing office as the licensing clerk.



## BUREAU OF ADMINISTRATION

The budget for fiscal year 2014 and 2015 was completed and passed by the Legislature with minimal changes except for the Electrician’s Board move to the Joint Board. The administrative staff continued their professionalism and customer service during the move. The Licensing section continues to move forward with on-line license renewal working with the Department of Information Technology.

Michelle Thibeault, Supervisor for the Administrative Bureau completed the LEAN Training Program and is now certified as a Continuous Improvement Practitioner.

| Revenue FY 2013                |           |
|--------------------------------|-----------|
| Gas Licensing Revenue          | \$609,805 |
| Oil Heating Technician         | \$3,830   |
| Plumbing Licensing Revenue     | \$545,137 |
| Plumbing Inspection            | \$21,043  |
| Fire Protection Equipment Tech | \$300     |
| Lightning Rod                  | \$590     |
| Aerial Tramway                 | \$187,769 |
| Carnival Rides                 | \$64,850  |
| Pyrotechnic License            | \$13,550  |
| Fireworks License              | \$4,500   |
| Low Propensity Cigarettes Cert | \$109,907 |
| Modular Building Program       | \$89,830  |

| Renewals FY 2013             |       |
|------------------------------|-------|
| Business Entity ~ Gas        | 9     |
| Gas Fitters                  | 2,462 |
| Gas Fitter Trainee           | 23    |
| Oil Heat Technician          | 52    |
| Plumber Apprentice           | 160   |
| Business Entity ~ Plumbing   | 348   |
| Plumber Journeyman           | 669   |
| Plumber Master               | 1,766 |
| Plumber Water Treatment Tech | 4     |
| Lightening Rod Dealers       | 8     |
| Lightening Rod Installers    | 20    |
| Third Party Agents           | 7     |
| Manufacturers                | 68    |
| Labels                       | 299   |
| Carnival Rides               | 521   |
| Tramway Regulations          | 180   |

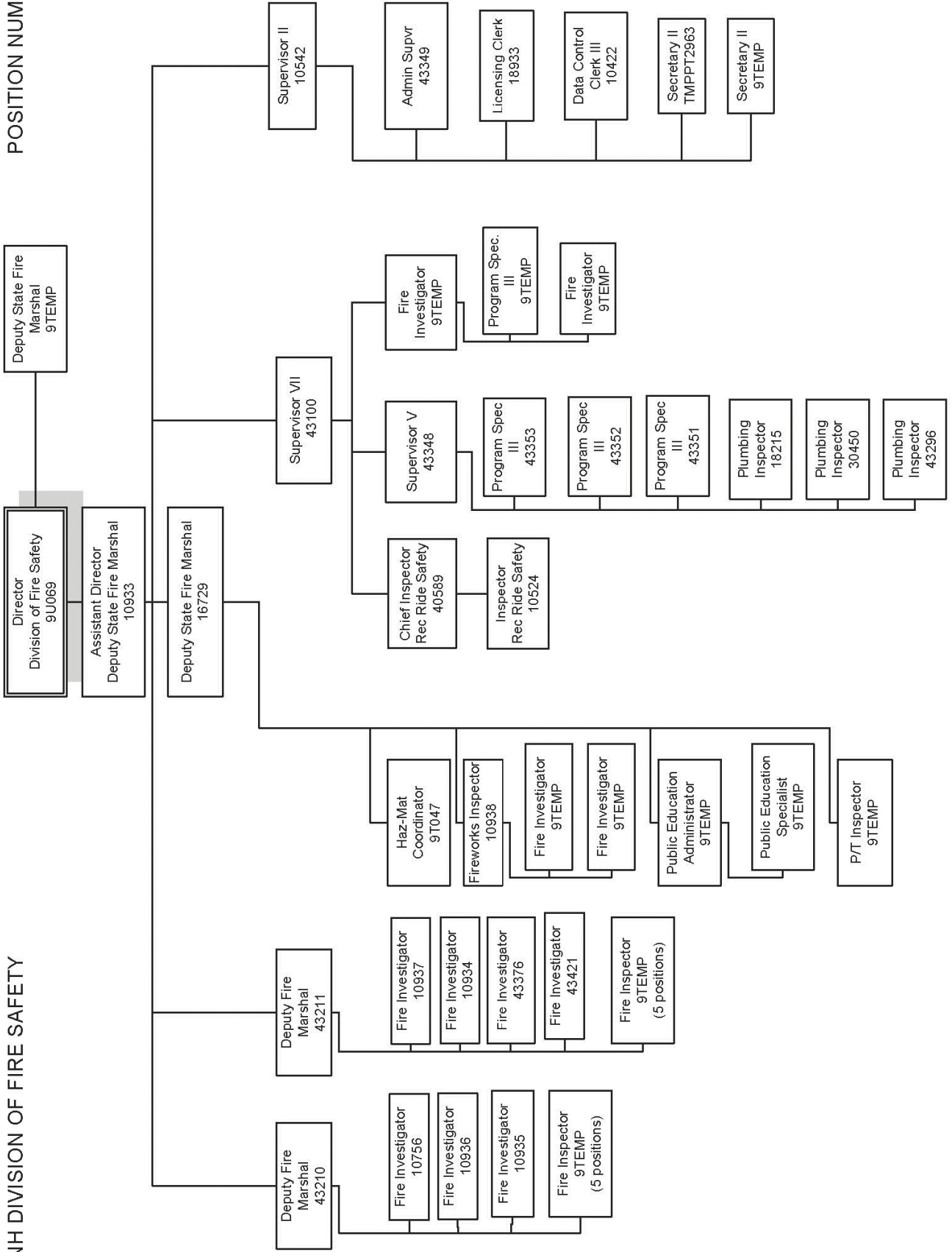


Prepare and Practice your Home Escape Plan Regularly



NH DIVISION OF FIRE SAFETY

POSITION NUMBERS



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