



State of New Hampshire

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

JOHN J. BARTHELMES
COMMISSIONER

September 6, 2016

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, 2015 through June 30, 2016 as required by RSA 20:7. Effective upon Governor and Council approval.

Explanation

Attached please find copies of the Annual Report for the Department of Safety for the 2016 Fiscal Year as required by law. In the report you will find a section for each Division outlining the mission and accomplishments of each.

Respectfully submitted,


John J. Barthelmes
Commissioner of Safety



New Hampshire Department of Safety Annual Report 2016



ANNUAL REPORT OF THE NEW HAMPSHIRE DEPARTMENT OF SAFETY

for the fiscal year ending June 30, 2016

THIS REPORT IS SUBMITTED TO:

Governor Margaret Wood Hassan
Councilor Joseph D. Kenney, District 1
Councilor Colin Van Ostern, District 2
Councilor Christopher T. Sununu, District 3
Councilor Christopher C. Pappas, District 4
Councilor David K. Wheeler, District 5

New Hampshire Department of Safety

Concord, NH

2016

STATE OF NEW HAMPSHIRE

DEPARTMENT OF SAFETY APPOINTED OFFICIALS

John J. Barthelmes, Commissioner

Kevin P. O'Brien, Assistant Commissioner

Richard C. Bailey, Jr., Assistant Commissioner

Steven R. Lavoie, Director of Administration

Elizabeth A. Bielecki, Director of Motor Vehicles

Colonel Robert L. Quinn, Director of State Police

Perry E. Plummer, Director of Homeland Security and Emergency Management

Bruce G. Cheney, Director of Emergency Services

Deborah A. Pendergast, Director of Fire Standards and Training & Emergency Medical Services

J. William Degnan, State Fire Marshal

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I am pleased to present the *Annual Report of the New Hampshire Department of Safety for Fiscal Year 2016.*



On behalf of myself, our management team and the dedicated men and women who make up the Department of Safety, I express for all of us a sincere appreciation to you, Governor Hassan, the Executive Councilors and members of the General Court for your support.

In recognition of dedicated and loyal service to the State of New Hampshire, I personally extend grateful appreciation to all employees at the Department of Safety who, through their continued hard work, have made possible the many successful results documented in this report.

I also thank all county and local emergency personnel for their continued cooperation and commitment to public safety, and the town and city clerks' offices for their collaboration with the Division of Motor Vehicles as municipal agents in the registration of motor vehicles.

Respectfully submitted,

John J. Barthelmes
Commissioner



JOHN J. BARTHELMES

Commissioner of Safety

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 Investigation 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, Mass., 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.

INTRODUCTION

The Department of Safety is the third largest department of State government, with 1,008 full-time, 204 part-time, and 389 non-classified uniformed and civilian employees 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. Established by the New Hampshire General Court in 1961, the Department consists of the divisions of Administration, Motor Vehicles, State Police, Homeland Security and Emergency Management, Emergency Services and Communications, Fire Standards and Training & Emergency Medical Services, and Fire Safety.

The activities of each division are described in detail in separate chapters of this report.

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 Commissioners serve co-terminous four-year terms.

The Commissioner's Office consists of the Commissioner and two Assistant Commissioners. All seven divisions report directly to the Commissioner.

The Administrative Rules Unit, the Legal Unit and the Public Information Officer report to the Commissioner of Safety.

The Bureau of Hearings, the Division of Emergency Services and Communications, and the In-

formation and Analysis Center are responsible to the Assistant Commissioners, who also serve as the Department's liaisons to the New Hampshire General Court. More than 400 bills that affect public safety are filed in the Legislature in a typical year.

One of the Assistant Commissioners also handles labor relations as a member of the Governor's Collective Bargaining Team for management.

The 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 and the environment. Its goal is to function as a focal point of two-way communication among all of its public safety and private sector partners.

It is a cooperative effort between the divisions of NH State Police and Homeland Security and Emergency Management and is housed at the State Incident Planning and Operations Center on the grounds of the New Hampshire Fire Academy.

All hazard information and intelligence that comes to the NHIAC is evaluated and analyzed for indications of possible terrorist or other illegal activity. The information is then shared 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 New Hampshire citizens.

The Center monitors information from a variety of open and classified sources. It uses that information to provide alerts, warnings, notifications, and situational

awareness reports developed within or received by the NHIAC.

The Center was created by legislation passed in May 2010 and began operations in August of that year.

The Bureau of Hearings, established by RSA 21-P:13, is composed of four units: Administrative Adjudication, 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 entity, and therefore is not attached to another division. It is responsible for conducting administrative hearings, criminal prosecution in select circuit courts, litigation of hearings appeals, and conducting hearings of the New Hampshire Motor Vehicle Industry Board (NHMVIB).

The Bureau is managed by the Administrator of Hearings who chairs the NHMVIB, a Chief Prosecutor who oversees Prosecution, and the Chief Hearings Examiner who acts as the litigation attorney.

Thanks to a generous grant from the New Hampshire Highway Safety Agency, recently reorganized as the Office of Highway Safety and moved to the Department of Safety, the Bureau has implemented a program of hearings by video conference, and added two additional prosecutors. Video hearings allow individuals to participate in a hearing 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 deserving citizens restoration of their driving privileges sooner. 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. The additional grant prosecutors handle the prosecution of impaired driving cases that were previously handled by state troopers.

Moreover, Bureau attorneys provide legal training in a variety of settings. For example, the Chief Hearings Examiner conducts training concerning commercial driver licensing laws. The Bureau Administrator regularly lectures at training programs for police officers and attorneys on administrative hearing procedures.

The Criminal Prosecution Unit is composed of six attorneys and four paralegals, and is supervised by a Chief Prosecutor. The Unit prosecutes criminal cases in select circuit courts for the State Police and other Department of Safety law enforcement agencies throughout the State.

The Unit prosecutes the trial of misdemeanor cases in the State's busiest circuit courts in the regions of State Police Troops A, B, C, D and F. This enhanced coverage area is a recent change due to the addition of two grant prosecutors to prosecute impaired driving cases in courts previously only covered for select cases. With the additional grant prosecutors, most State Police DWI cases throughout the State will be prosecuted by unit attorneys. In addition, the Unit provides legal training and other legal assistance to the Department's law enforcement agencies. The Unit prosecutes thousands of criminal complaints every year.

Attorney prosecutors ensure the most effective case preparation and presentation of serious cases

like those involving assault or driving while under the influence. This work includes presenting cases in court, filing and responding to legal motions, obtaining documents necessary to prove cases, issuing subpoenas and preparing witnesses for trial, and directing additional investigation.

Moreover, prosecutors reach negotiated dispositions of cases with defense attorneys that result in resolution before trial. This drastically reduces trial costs and allows troopers to spend more time on patrol.

The Unit is committed to providing the highest quality prosecutorial services to all of the Department's law enforcement agencies.

The Administrative Adjudication Unit consists of seven attorneys or hearings examiners who conduct all administrative hearings for the Department of Safety 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 eight legal assistants. Hearings are decided pursuant to statutory and administrative rule authority, which governs the adjudicative process.

Administrative decisions have the force of law, but unlike court proceedings, are conducted informally in an office setting and are based on a preponderance of the evidence legal standard.

The due process clauses of the New Hampshire and U.S. Constitutions entitle citizens to hearings to review the loss of an important privilege. For example, a driver's license is a legally protected privilege. The majority of

hearings involve the suspension or restoration of driver's licenses. For example, 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 who test over the legal limit are subject to a mandatory license suspension. A substantial number of hearings are also scheduled in order to implement the federal regulations relating to holders of a Commercial Driver's License (CDL). This is a particularly important area of public safety that is monitored closely by the U.S. Department of Transportation.

Finally, drivers under age 20 who are convicted of motor vehicle infractions are subject to license suspension under the original license suspension law.

Hearings involve subjects besides driving. The scope of hearings is vast, and the Bureau holds hearings involving all areas that are regulated by the Department. Examples of areas regulated by the Department include inspection stations, mechanics, automobile dealer licensing and suspension, abandoned vehicles and towing issues, ignition interlock, security guard licensing and suspension, fireworks and explosives licensing and suspension, and specified public waterways. Finally, the Bureau conducts public hearings concerning the regulation of pub-

lic waterways under RSA 270:12. These hearings are held during the months of June through September.

An individual may appeal a hearings examiner's decision to the Superior Court in most instances, and the Supreme Court in others. On appeal, the court will not conduct a new hearing but will review the written record for errors of law.

After the conclusion of each hearing, the hearings examiner provides a written report with findings of fact, rulings of law and, where necessary, 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 may be completed within 30 business days after the hearing is concluded.

The Litigation Unit is responsible for representing the Department in the New Hampshire 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.

The New Hampshire Motor Vehicle Industry Board 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 six individuals with expertise in the automobile business. The Board is chaired by the Commissioner of the Department of Safety or the Commissioner's designee. Currently, the Administrator of Hearings acts as board chair. A legal assistant performs the clerk's duties.

In order to ensure fairness, members may not, however, have a current financial interest, or work in the car industry. Members are appointed by the Governor and Executive Council for four-year terms. Members are chosen from different areas of the State in an attempt to create a geographic balance of membership.

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.

The New Hampshire Office of Highway Safety (NHOHS) is responsible under the executive direction of the Governor and the Commissioner of the Department of Safety, serving as the Governor's Representative and Coordinator for the NH Office of Highway Safety, to develop and implement a statewide highway safety program designed to reduce traffic crashes and the resulting deaths, injuries and property damage. The NHOHS administers federally funded highway safety grant programs and is responsible for planning, implementing, and evaluating federally funded highway safety projects. The NHOHS also works to coordinate highway safety efforts of federal, state, and local organizations within New Hampshire. The NHOHS submitted the federal fiscal year 2017 Highway Safety Plan to the National Highway Traffic Safety Administration (NHTSA) that will serve as an outline for improving

the safety of all motorists on New Hampshire's roadways.

In 2015, New Hampshire saw traffic fatalities increase from a historical low of 90 fatalities in 2011 to 114 fatalities in 2015. Additionally, alcohol-impaired fatalities increased from 30 in 2014 to 45 in 2015, with 39 percent of the fatalities in 2015 being alcohol related. In 2015, 64 percent of vehicle occupants who were victims of fatal crashes were not wearing seatbelts. Also, motorcycle fatalities increased from 17 in 2014 to 26 in 2015 and 67 percent of motorcycle crash victims in 2015 did not wear helmets. Although increases in fatalities in 2015 show a negative one-year trend, the five year average continues to show a downward trend. It is the goal of the New Hampshire Office of Highway Safety (NHOHS) to prevent roadway fatalities and injuries as a result of crashes related to driver behavior.

The Grants Management Unit (GMU) reported directly to the Assistant Commissioner for 13 years and is now part of the Division of Administration. GMU is responsible for searching for, applying for, administering, and reporting on federal grants and other sources of funding for the Department of Safety. It also handles audit preparation for many of these federal and state projects. Over the previous two years, with four grant years of open Homeland grants, GMU was responsible for managing up to 417 grants to local and state agencies as well as the Federal Motor Carrier Safety Administration (FMCSA), the U.S. Department of Justice (US DOJ), and the National Telecommunications and Information Administration State and Local Implementation Grant Program (NTIA/SLIGP)

grants to the Department of Safety. Currently, the GMU is actively administering more than \$23 million in grants.

The GMU currently has five full-time staff and a half-time position shared with the Business Office. The Statewide Interoperability Coordinator (SWIC) and the Program Assistant for the SWIC also co-locate with the GMU and work closely together on First Responder Interoperability issues and the SLIGP/NTIA grant. An ongoing objective of the GMU is to fiscally and administratively support communications interoperability among public safety agencies thus increasing the ability of first responders from different agencies and disciplines to communicate by radio during emergencies. Investments from GMU originating in this area total more than \$31 million since 2003.

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 Security and FEMA (DHS-FEMA). The Unit also administers the J-One grants which fund the information sharing project for local law enforcement. This project continues to make progress in 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 has been and continues to be integral to this project's administration and federal compliance.

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

State Police. These grants buttress commercial vehicle enforcement and related safety initiatives statewide. These grants totaled more than \$1.27 million this past year. The GMU also administers National Telecommunications and Information Administration (NTIA), the Public Safety Broadband Planning Grant, the Sex Offender Registry Grant, and the DNA Lab grants from the US DOJ. The GMU recently facilitated a greater than \$1 million US DOJ COPS grant application to the US DOJ COPS Office on behalf of State Police. The GMU is also actively involved in the development and administration of the new \$1.5 million state-funded Opioid grant.

The GMU has applied for and administered more than \$135 million in various federal funding sources over the past 14 years. Since Homeland Security grants to state and local governments began in 2003, New Hampshire has received nearly \$117 million for this specific program with 80 percent of these funds awarded to local first responders. These grants provide equipment for local and state first responders, funding to conduct exercises and training related to the preparedness, response and recovery mission areas, as well as targeted funds for overtime patrols, various forms of communications interoperability, and support for the Information and Analysis Center. The Homeland grants are primarily directed to potential high-threat target areas for chemical, biological, radiological, nuclear, and explosive (CBRNE) threats at the county and local levels. These federal grants are also used to improve New Hampshire's all-hazards emergency preparedness.

This includes increased capacity to respond to hazardous materials incidents, local active shooter terrorism events, medical surge and mass prophylaxis capabilities, intelligence gathering and information sharing, infrastructure protection, and disaster preparedness.

The Legal Unit is comprised of two attorneys assigned to the Commissioner's Office. The Unit is responsible for providing legal services to all divisions and programs within the Department of Safety. The staff also assists the New Hampshire Department of Justice in litigation involving the Department of Safety. 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, intergovernmental agreements, Right-to-Know requests and other issues.

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

The Public Information Officer (PIO) provides information to the public and news media on Department of Safety policies and activities.

Responsibilities include the coordination, 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 to new and traditional media outlets.

The Public Information Officer also monitors the news media and assists news organizations

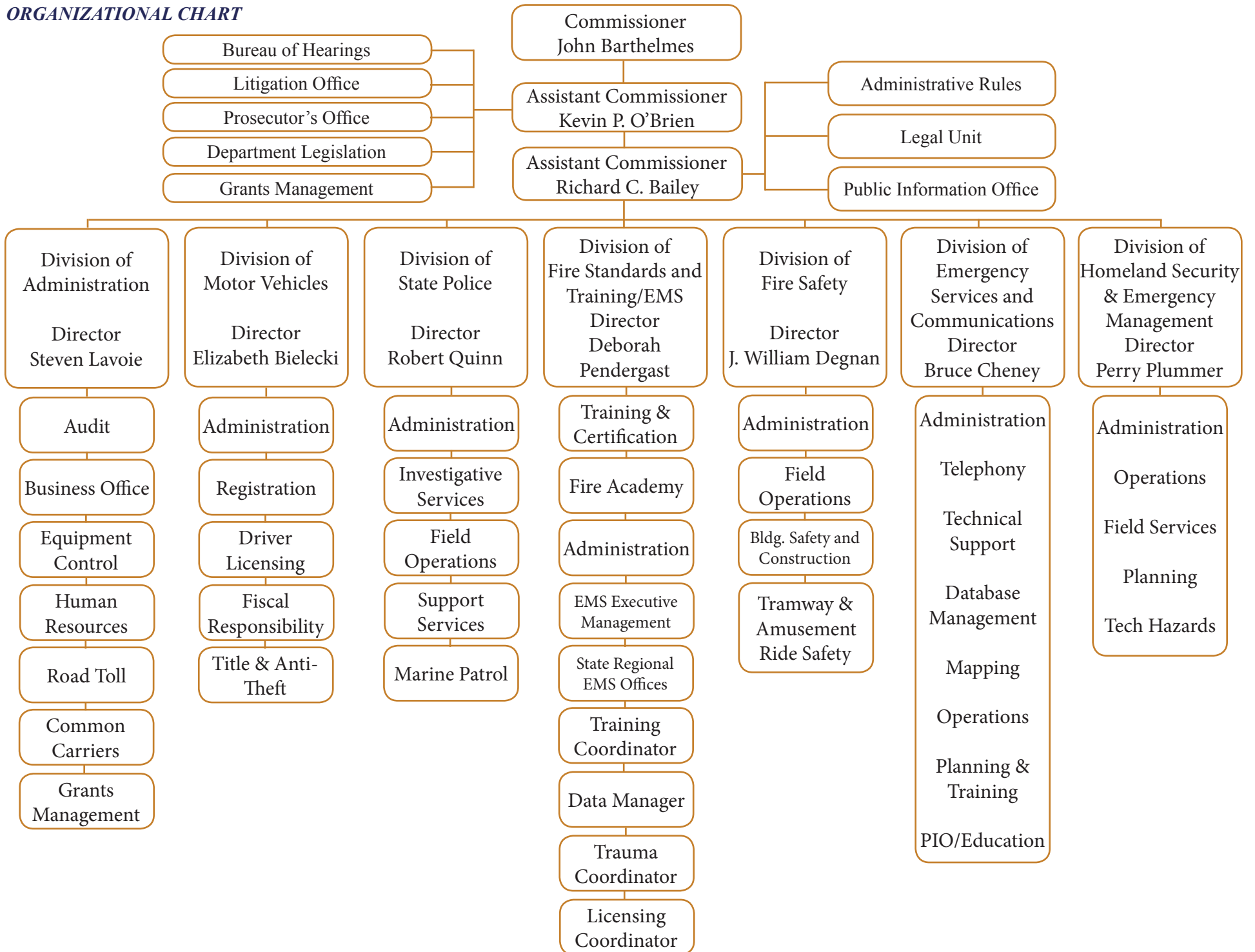
during incidents and emergencies. The PIO develops communications strategies for promoting public safety in New Hampshire, includ-

ing the creative use of social media resources.

The Building Code Review Board receives secretarial services

from the Assistant Commissioner's secretary. The Board's chair is appointed by the Commissioner.

DEPARTMENT OF SAFETY
ORGANIZATIONAL CHART



DIVISION OF ADMINISTRATION



Director Steven R. Lavoie

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, and management of human resources, budgets, and assets.

In fiscal year 2016, the Division of Administration...

- processed more than \$300 million in highway funds, general funds, and other dedicated funds;
- provided human resources functions to the Department's more than 1,600 full-time and part-time employees;
- collected more than \$200 million in Highway Fund revenue;
- processed more than 2 million pieces of incoming mail;
- processed more than 2.5 million pieces of outgoing mail;
- fulfilled license plate and validation decal orders for 234 municipal agents and 14 remote DMV substations throughout the State; and
- provided printing services resulting in the production of 500,000 documents.

DIVISION OF ADMINISTRATION

The 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; Road Toll, including Administrative and Audit Bureaus; Grants Management and Central Maintenance.

The primary responsibility of the Division of Administration is to provide support for all other divisions within the Department of Safety. Support activities include: budget development and management; accounting for purchases of goods and services; processing of accounts payable and accounts receivable; providing human resources for the department, which involves assisting the divisions with hiring and personnel issues; processing of payroll; providing programmatic and fiscal management of federal grants awarded to the Department; maintaining control of all fixed assets (i.e., both acquisition and disposition); maintenance of remote buildings and facilities; and maintenance and repair of the Department's fleet of vehicles.

The Business Office is responsible for coordinating and developing the operating and capital budgets and for managing and reporting finances for the Department of Safety.

The Business Office coordinates and processes each division's requests presented to the Governor and Executive Council and the

Joint 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.

The Accounts Payable Section processes all department invoices, requisitions, purchase orders, and encumbrances, and develops interagency 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. A portion of the revenue is collected through credit cards. The Department of Safety experienced 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 and assists the divisions with the development of online payment options.

The Payroll Section helps monitor the timecards for all department of safety employees, ensuring accurate payment of wages.

The department employees fall under multiple and differing collective bargaining agreements and sub-agreements, and the Payroll Section ensures that employees receive correct bi-weekly paychecks and accruals of leave in accordance with those agreements.

The Human Resources Section is tasked with all human resources functions for the Department of Safety's more than 1,600 full-time and part-time employees, including the coordination of recruitment, appointment, compensation, promotion, transfer, removal, and discipline of classified department employees. The Section also ensures the background investigation process is completed for all positions and reviews updates to job descriptions. The Human Resources Section administers the employee benefit programs, the new hire orientation process, and continues to expand the wellness education programs with the help of representatives throughout the

PERSONNEL DATA		
<i>Positions Filled</i>		
Total Full-Time		1,008
<i>Unclassified Full-Time</i>	12	
<i>Classified Full-Time</i>	993	
<i>Temporary Full-Time</i>	3	
Part-Time		204
Non-Classified		389
Total Positions Filled		1,601
<i>Budgeted Positions - Filled and Unfilled</i>		
Total Full-Time		1,129
<i>Unclassified Full-Time</i>	12	
<i>Classified Full-Time</i>	1,114	
<i>Temporary Full-Time</i>	3	
Part-Time		204
Non-Classified		389
Total Budgeted Positions		1,722

Department. The Section works to properly administer the collective bargaining agreements, personnel rules, and manage FMLA, ADA, USERRA, Title VI Civil Rights Compliance, and workers compensation programs. In addition, the Section establishes, maintains and manages personnel records for all department employees.

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

The Road Toll Administration collects more than \$184 million in Highway Fund revenue (i.e., \$126 million unrestricted and \$58 million restricted), including the administration of the Unified Carrier Registration (UCR) Program. In fiscal year 2016, the Bureau had approximately 180 motor fuel distributors and 60 motor fuel and petroleum product transporters resulting in 2,880 monthly returns processed annually. Effective January 1, 2015, the Bureau extended the road toll fees to alternative fuels—primarily compressed natural gas, liquefied natural gas and propane. There were 13 alternative fuel dealers licensed in fiscal year 2016.

The Road Toll Administration is also responsible for New Hampshire's administration of the International Fuel Tax Agreement (IFTA). The IFTA, a multi-jurisdictional agreement, establishes and maintains the concept of a single fuel use license and administering base jurisdiction for each licensee. In fiscal year 2016, approximately

DEPARTMENT REVENUE AND EXPENDITURES	
(AS OF JUNE 30, 2016)	
Revenue	
Restricted Highway Funds	\$208,736,158
Unrestricted General Funds	\$7,939,645
Federal Program Funds	\$23,598,524
Restricted Revenues, Dedicated Funds and Other	\$91,036,065
Total Revenues	\$331,310,392
Expenditures	
Permanent Personnel Services	\$56,335,338
Special Payments, Overtime and Holiday Pay	\$6,664,213
Current Expenses	\$5,726,452
Transfers to OIT	\$9,775,032
Rent	\$2,426,887
Intra-Agency Transfers	\$76,317
Equipment New/Replacement	\$3,185,512
Capital Project Expenditures	\$6,222,786
Telecommunications	\$4,514,735
Indirect Costs	\$1,907,502
Debt Services	\$2,164,796
Temporary and Temporary Full-time Personnel Services	\$4,161,274
Benefits	\$31,052,947
Pensions - Retirement	\$4,405,078
Travel in-State	\$2,732,912
Grants to State Agencies and Local Communities	\$22,740,978
Travel Out-of-State	\$211,328
Contracts for Services	\$3,571,517
State Match & Admin Costs	\$5,896
Miscellaneous	\$4,536,650
Total Expenditures	\$172,398,152
<i>Source of revenue and expenditures: N.H. First (unaudited)</i>	

1,800 IFTA accounts, each filing quarterly returns, resulted in 7,200 returns processed annually. During the year, the Bureau implemented a new IFTA tax processing system called the IFTA Processing Consortium (IPC). The IPC is a shared joint venture processing system with the states of California, Connecticut, Maryland, Michigan and

Kentucky. In the upcoming fiscal year, licensees will have the ability to file these returns electronically.

The Bureau also collects approximately \$17 million in Oil Discharge and Pollution Control (ODPC) fees on behalf of the Department of Environmental Services. There are approximately 250 ODPC licensees that file monthly

returns resulting in 3,000 returns processed annually.

In fiscal year 2015, the Bureau assumed responsibility for the administration of the International Registration Plan (IRP), in order to provide convenience and one-stop shopping for the commercial motor carrier industry. The IRP is a registration reciprocity agreement among the U.S. states and the Canadian provinces that provides for payment of registration fees on the basis of fleet miles operated in various jurisdictions. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among other IRP jurisdictions based on a percentage of mileage traveled in each jurisdiction, vehicle identification information and maximum weight. During fiscal year 2016, there were approximately 3,000 active IRP accounts and 11,200 registered vehicles. On average, \$728,000 in monthly fees are collected. Approximately \$239,000 in apportioned fees remained in New Hampshire after distributions to other states were completed. Transactions for IFTA and IRP are processed in Concord and Twin Mountain.

The Field Audit Bureau is responsible for auditing the motor fuel distributor licensees, IFTA licensees, and motor fuel and petroleum products transporter licensees; IRP registrants; and oil discharge and pollution control licensees for the Department of Environmental Services. In fiscal year 2015, the Bureau performed 191 audits of the various licensees.

In addition to the audits, the Field Audit Bureau processed 2,876 off road and retail dealer refunds totaling \$1,644,695.

Equipment Control includes the Warehouse, Mailroom, Plate Room, and Automotive Garage sections.

The Warehouse maintains fixed and mobile assets for the Department of Safety, both acquisition and disposition, and is responsible for the annual inventory reporting of those assets. Mobile asset responsibility includes management and reporting for a fleet of approximately 1,050 vehicles, boats, trailers and Off-Highway Recreational Vehicles (OHRVs). The Warehouse also designs, stores, and distributes forms and printed materials for the department, and stores and distributes consumable supplies to all department locations throughout the State.

The Mailroom sorts approximately two million pieces of incoming mail annually and distributes the mail throughout the department. The Mailroom also processes and mails more than 2.5 million pieces of outgoing mail annually.

The Plate Room is responsible for ordering, receiving, and distributing license plates, validation decals, and inspection stickers needed for vehicle registration. Or-

der fulfillment is made to 234 municipal agents, typically town and city clerks, and 14 remote DMV substations throughout the State.

The Automotive Garage provides repair and maintenance services for department vehicles, and provides vehicle towing services for the department and other agencies when available to do so.

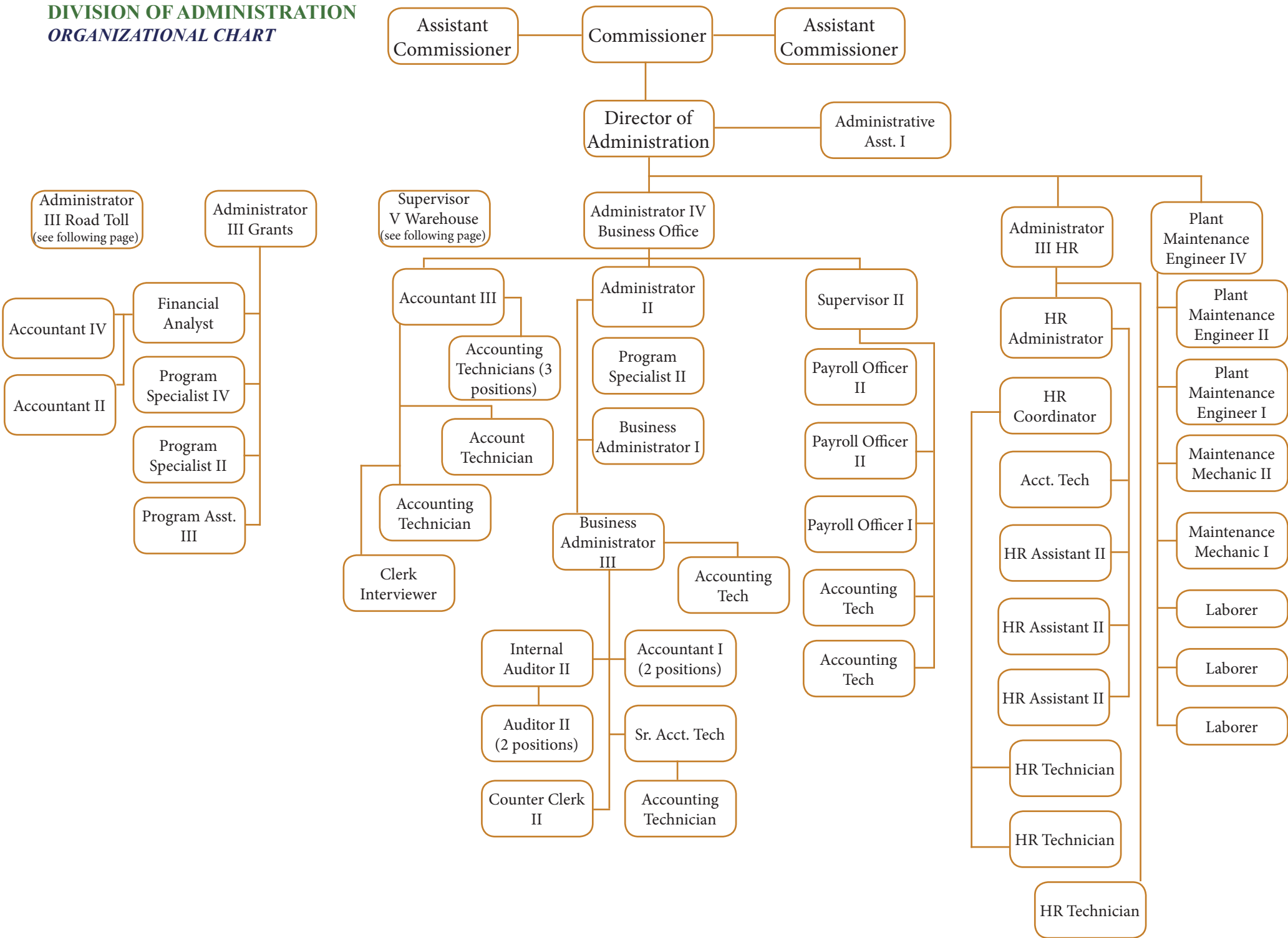
The Reprographics Unit produces more than 500,000 documents per year. The Unit also microfilms or scans all documents related to the Division of Motor Vehicles' registration, licensing and title transactions, as well as the documents from the Road Toll Bureau and the Division of Fire Safety.

Central Maintenance provides 24-hour support for both owned and leased properties utilized by the various divisions. 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.

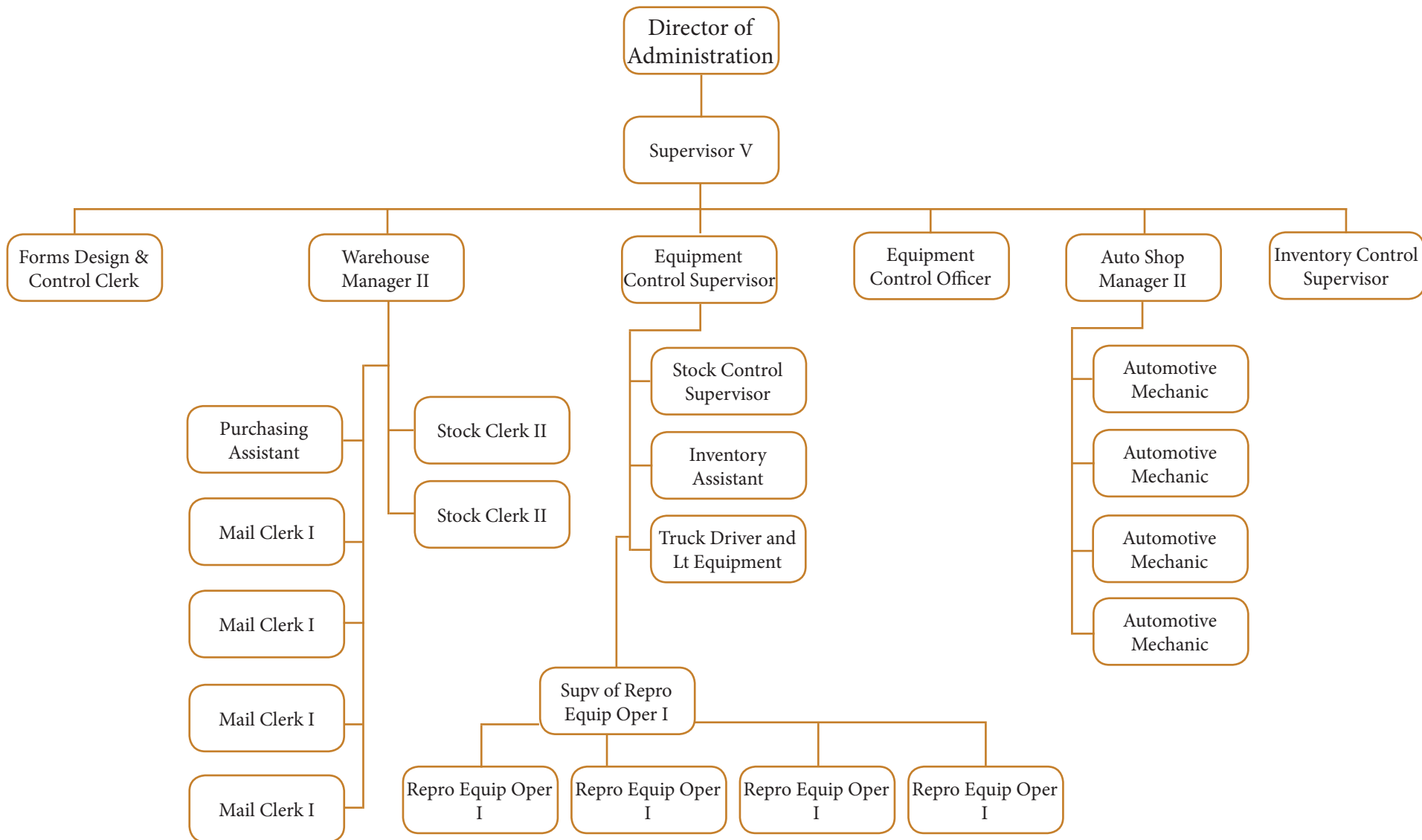
Central Maintenance also supervises generator maintenance, permit acquisition for underground storage tanks, preventive maintenance of mechanical equipment, and coordinates energy efficiency projects for the department.

PHYSICAL PLANT AND EQUIPMENT COST (ACQUISITION COST AS OF JUNE 30, 2016)	
Physical Plant	\$67,370,229
Equipment	\$41,800,621
Total	\$109,170,850

DIVISION OF ADMINISTRATION
ORGANIZATIONAL CHART



DIVISION OF ADMINISTRATION
WAREHOUSE - GARAGE UNIT ORGANIZATIONAL CHART



DIVISION OF MOTOR VEHICLES



Director Elizabeth A. Bielecki

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 infrastructure.

In fiscal year 2016, the Division of Motor Vehicles...

- fielded a monthly average of 20,702 customer calls and 669 e-mails via the Call Center;
- issued 398,554 motor vehicle titles;
- performed 28,355 skills and road tests; and
- produced and mailed 265,000 driver credentials, non-driver credentials, and voter ID-cards.

DIVISION OF MOTOR VEHICLES

The Bureau of Driver Licensing is responsible for the issuance of driver credentials, non-driver credentials and the physical production of the voter ID card. During fiscal year 2016, nearly 265,000 cards were produced and mailed to New Hampshire residents by way of multiple processes. Perhaps the most significant process is a renewal, of which 164,697 residents renewed in person at one of our 15 locations or via our online renewal process.

Part of the issuance process for many residents includes vision, knowledge and road testing. The

knowledge testing is handled by our computer automated touchscreen testing system. The system was put in place during the 2011 fiscal year and has been a tremendous tool for both the applicants and the staff. The testing system has consistently issued over 100,000 exams per year and accomplishes this task 75 percent faster on average, with more accuracy than our old practice, pencil to paper.

The Driver Licensing Bureau also plays a vital role in public safety through our road testing program. As new applicants apply for their first license or a license upgrade, applicant skills' testing is a key factor in public safety. Through various methods of skills

and road testing, motor vehicle operators, motorcycle riders and commercial drivers are put through a battery of knowledge, skills and road exams to determine fitness to operate safely. While following strict guidelines, administrative rules, and state and federal laws, 28,355 skills and road tests were performed last year.

The Driver Licensing Bureau has nearly completed a modernization process which will bring a new level of efficiency and accuracy to everyday processes while offering a much more user friendly experience for staff members. As this massive effort has consumed a lot of staff time, efforts and energy, we are particularly proud of



The Motorcycle Rider Education Program provides training for new and experienced motorcycle riders.

the level of customer service maintained.

The Motorcycle Rider Education Program celebrated its 26th anniversary last year. The program provides training for new and experienced motorcycle riders. This training is provided using the curricula developed by the Motorcycle Safety Foundation (MSF) located in Irvine, California. The courses consist of the Basic Rider Course, Intermediate Rider Course and the

Experienced Rider Course. The program maintains 10 training sites throughout the state, as far north as Whitefield, as far south as Keene, and in the east, our newest site established in May of 2014, Durham. Instruction is provided by 43 certified MSF Rider-Coaches. Three full-time staff members coordinate the program and also provide information to the riding public with regard to licensing options. A Rider-Coach Preparation Workshop

was conducted in June of 2016 to certify more coaches. Quality assurance visits to courses are held on a regular basis. The Basic Rider Course curriculum has been updated by the MSF. Rider-Coaches have attended an update on the changes to become familiar with the new curriculum so as to provide a seamless transition for the students.

Outreach to the riding public includes the use of THE REV, a motorcycle training simulator which is used to engage the public in a discussion of the benefits of training prior to riding. The program was available during early season motorcycle events and continues to be offered at ongoing events to discuss training with the riding public.

As of June 1, approximately 1,114 students have enrolled this riding season. Interest in the Experienced Rider Course has been higher than usual. The program has placed an emphasis on reaching out to the older, experienced rider to encourage training. Statistics show this demographic is involved in the majority of fatal motorcycle crashes. Adding a Returning Rider Course to the program offerings in the near future would further the safety in this demographic.

Federal grants will allow for a media campaign to promote motorcycle safety and will also provide funds to purchase materials and equipment to assist the program to provide safe training to the public.

The Driver Education Unit provides oversight and support to 10 public high schools, two private high schools and 67 commercial driver education schools, which is a slight reduction in last year's

In addition to safety inspections by an official inspection station, school buses are mechanically inspected once a year by a state-certified school bus inspection mechanic before they are authorized to carry passengers.



numbers. There are approximately 288 driver education instructors who each have taken and passed the nine-credit driver education instructor curriculum that is offered through Keene State College and 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 has conducted 31 classroom audits this year.

New Hampshire RSA 263:19 requires all 16- and 17-year-olds who apply for a driver's license to complete an approved driver education program. Approximately 15,000 students participated in driver education during the past year through a high school or commercial driving school. Driver improvement and point reduction programs are also approved and inspected by the Driver Education Unit. There are currently 12 approved driver improvement programs.

The Bureau of Operations is responsible for overseeing the daily interactions with the customers of the Division of Motor Vehicles in person, over the telephone and through email.

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 employees who previously specialized in only one DMV function thus allowing employees to process many different types of motor vehicle transactions. The implementation of customer service counters in

the Dover, Concord, Manchester, Nashua and Salem substations has facilitated in providing top notch customer service. Staff assist with questions pertaining to all aspects of the DMV, inspect documents to ensure paperwork is complete, administer vision screening for driver licenses, and provide direction to the service counter best suited to complete transaction(s). The Bureau of Operations includes the Contact Center which averaged 20,702 customer calls a month during this fiscal period.

At the start of fiscal year 2016, Operations personnel at the 13 substations were cross-trained to provide all of the motor vehicle services offered throughout the State, cross training initiatives continue in Concord. By the close of fiscal year 2016, the Bureau of Operations was staffed by 72 full-time positions and 24 part-time positions.

The Bureau of Operations assists other bureaus in providing support with the cash vault, dealer and inspection station renewals and data entry of backlogged work. Employees within the Bureau take pride in assisting fellow co-workers and meeting the needs of State of New Hampshire residents.

Notably, the Bureau moved to the next phase of the printer project; an initiative to process all Municipal Agent Automation Project and legacy system transactions on Lexmark printers resulting in the removal of dated printers and a cost savings to the division.

The Bureau of Registration oversees the registration of any type of vehicle, trailer or boat required to be registered, with the exception of Off-Highway Recreational Vehicles (OHRVs) and snowmobiles.

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.

The Bureau of Registration was staffed by 18 full-time and four part-time staff during fiscal year 2016. The Bureau of Registration 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.

Over the past two years, the vanity plate application process was revised. All vanity plate application requests are centralized to the Concord Registration Bureau. A new computerized system went into effect in the middle of June which should lower the backlog and simplify the approval process. Since its two year inception, the Bureau has sent out 29,882 approval letters, 261 denial letters, and 1,829 not available letters.

The Municipal Agent Program authorizes municipal agents (MAs), mostly town and city clerks' offices, to issue vehicle registrations 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, out of the 234 municipalities in NH, 227 were online and connected to the state computer sys-

tem through the Municipal Agent Automation Project (MAAP) and performing registration transactions in real time. The duties of this program consist of monitoring compliance with New Hampshire laws, administrative rules and procedures. The Municipal Agent Program conducts the required training for municipal agents and their staff members. Division staff will attend and participate in workshops and conferences statewide hosted by the New Hampshire City and Town Clerks' Association. The Municipal Agent Program and the Bureau of Registration 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 170 authorized boat agents, and the general public. 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 5,800 calls per month.

This past fiscal year, the Bureau worked with DoIT to successfully connect every Municipal Agent, 227 agents in all, via a Virtual Private Network to the MAAP.

The Boat Registration Unit works in conjunction with the Division of Safety Services in the registration of all vessel and boat registrations. Boat registrations are renewed annually and expire on December 31st of each year. As of December 31, 2015, there were

more than 94,000 boats registered. At the close of fiscal year 2016, there were 39 offline boat agents, 135 towns, and 14 state locations available to process boat registrations.

Over the past year, the boat registration unit has created an online training moodle for third-party software boat agents so they do not have to come to the Concord office for an in-person class. This has allowed our staff to continue processing the boat registrations received in the mail by the offline boat agent and the town office clerks to avoid traveling for a half-day boat training class.

The Walking Disability Unit is responsible for overseeing all applications for walking disability privileges. The Walking Disability Unit consists of one part-time staff member in the Concord office. All applications for walking disability plates, temporary, and permanent placards can now be completed at all DMV substations that process registrations. At the close of fiscal year 2016, there were 121,147 permanent placards and 3,689 temporary placards currently issued.

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 U.S. 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 in-

formation, and maximum weight. During fiscal year 2016, there were approximately 3,000 active IRP accounts and 11,200 registered vehicles. On average, \$728,000 in monthly fees were collected. After apportioned fees were distributed to other states, approximately \$239,000 remained in New Hampshire. Transactions for the IRP are processed at the Concord and Twin Mountain offices only.

In fiscal year 2015, the IRP Concord office moved locations and is now within the same office as the Road Toll Bureau. Their customers now are able to complete all necessary transactions with both offices at the same location, providing more effective and efficient customer service.

The Inspection and Dealer Units oversee the authorized motor vehicle dealerships and inspection stations throughout the State. During fiscal year 2016, the Dealer Program monitored the operation of 1,920 dealers (i.e., 953 new and used, 34 automotive recycling, 60 motorcycle, 383 repair, 152 transport, 165 utility, and 173 wholesale). Bonded dealers were eliminated as of December 31, 2015. The Inspection Program monitored the operation of 2,265 inspection stations, including 240 fleet, 16 glass replacements, 95 municipal and 1,914 public inspection stations.

The On-Board Diagnostics and Safety Inspection Program is a decentralized program with more than 1,900 DMV-licensed vehicle inspection stations throughout the State. Safety and emission test results for approximately 1.3 million on-board diagnostics (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 protect consumers from fraudulent additional charges for unnecessary repairs.

The DMV's computerized reporting and analysis system can identify inspection stations with a history indicating possible inspection fraud. This feature has proven 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 to provide New Hampshire residents who cannot afford necessary emissions repairs with an opportunity to apply for a waiver that exempts their vehicle from emis-

sions testing for one inspection cycle. The applicant's vehicle must have passed the safety inspection and failed the emissions test; the applicant must provide a written estimate for the needed emissions repairs and an explanation detailing the reasons for requesting the waiver.

The Pupil Transportation Unit oversees more than 100 public school bus companies. This Unit is responsible for conducting criminal and motor vehicle background checks on more than 4,500 school bus drivers employed in the State.

In addition to safety inspections by an official inspection station, school buses are mechanically inspected once a year by a state-certified school bus inspection mechanic before they are authorized to carry passengers. State-certified school bus inspection mechanics have attended the DMV inspection school. Each mechanic must perform a field test prior to being certified. The Unit oversees the inspection of over 3,200 school buses. 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. This Unit works in conjunction with local police departments and other state agencies.

The Unit also participates at the State Emergency Operations Center in the event that school buses are needed for an emergency evacuation. The Unit supervisor, a state troop-

er, is responsible for coordinating this task with the bus companies. Seabrook Station drills are conducted on alternating years.

The Unit supervisor is also responsible for the training and certification of school bus drivers and school bus driver instructors in the State. Once every other year, a 32-hour class is taught for the school bus training certificate.

The Unit supervisor also audits the school bus companies to ensure compliance with the administrative rules governing school bus transportation (i.e., Saf-C 1300). The audit requires a review of driver files and periodic inspections of school buses.

The Bureau of Title and Anti-Theft processes all new and duplicate title applications for motor vehicles and trailers purchased through private or commercial sale and is responsible for determining vehicle ownership. Title Bureau personnel enter data regarding title applications for each vehicle sold through state-authorized dealerships, re-financed vehicles and salvaged vehicles. Each title application is carefully reviewed for accuracy and possible fraud.

The New Hampshire Title Bureau partners with the National Motor Vehicle Title Information System (NMVTIS), which shares title information among participating states and jurisdictions to ensure issues, such as brands and odometer discrepancies, are not omitted.

The Bureau works together with the Division of State Police on criminal investigations involving title fraud and forgeries, and works with federal, state, county and local law enforcement agencies to identify stolen vehicles. The Bu-

TITLE BUREAU'S STATISTICS FY16	
Total titles issued	398,554
Pre-owned titles issued	136,941
New and demo titles issued	261,613
Electronically surrendered titles	94,202
Phone calls handled	93,722
Applications suspense letters	27,708
Abandoned/mechanic lien title searches and rejection letters	5,538



A battery of knowledge, skills and road exams determine a driver's fitness to operate safely.

reau assists in cases of insurance fraud, dealer violations, consumer complaints, odometer fraud, counterfeit titles and statutory liens, and illegal shipments of stolen vehicles to foreign countries.

The Bureau holds weekly classes for new and established dealers, educating them on the rules and laws pertaining to completing title paperwork and transferring ownership. The Bureau works closely with the Registration Section to educate municipal agents and other DMV partners through monthly and yearly classes.

The Bureau processes all reports of abandoned motor vehicles and vehicles with mechanic and storage liens to ensure the owners' rights are represented and fraud does not occur.

Bureau supervisors hold

hearings for dealers who fail to comply with title rules, and customers who are found to have committed fraud.

The Bureau is currently managed by a supervisor VI, supervisor II and supervisor I. The Bureau was staffed by 24 full-time personnel and three part-time personnel during fiscal year 2016.

The Title Bureau is always seeking ways to improve customer service. To provide the best possible customer service, the Bureau has expanded the ability for customers to process duplicate title applications in all DMV substations. In the past, only the Concord office could process duplicate titles. The Bureau has continued to train new staff members on conducting dealer and municipal agent training. All employees are trained and are

capable of taking incoming calls from customers, dealers, city and term clerks. Cross-training has been instituted across the board to ensure excellent customer service. These changes facilitate helping all customers in a timely manner. The Bureau has also cross-trained select staff members to help in the Operations Bureau at the registration and licensing counters.

The Title Bureau has made online training available to substation staff focusing on how to enter dealer applications into our system. This process reduces the issuance time for titles. Out-of-state dealers and all new lien holders now have the ability to take online training regarding the preparation of a New Hampshire title application. This training improves customer service for our partners. The Bureau

has completely revamped the mail return process to help streamline all mail returns. The Bureau has also developed a new tracking system for daily and monthly data on backlogs.

The 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, Privacy Act/Confidentiality, Money Handling Policies at the DMV, and Fraudulent Document Recognition, including an in-person class and up to 9.5 hours of online instruction and testing. Every employee must take refresher classes once every three years either in person or via online interactive classes.

Personnel in a leadership or supervisory position must also attend Interviewing Skills and Performance Reviews trainings.

All classes are created in-house and specifically for the needs and circumstances of DMV personnel. The curriculum content is based on employee needs as identified by management, supervisors and employees, and is designed with the unique circumstances of DMV employees in mind to help the learning and application of various business skills. Examples of professional growth classes include Communication Skills, People Skills, Change, Management, Stress Management, Coaching and Mentoring, and Business Writing.

During fiscal year 2016, 185 employees attended professional growth classes and mandatory classes. Additionally, 362 DOS employees completed classes in

preparation for the new driver licensing and financial responsibility application, VISION, that will be used by the DMV in the near future. Additionally, municipal agents no longer need to drive to the DMV to attend the mandatory Driver Privacy Protection Act training as the training is now available online

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 evaluating and improving 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 develops and administers DMV policies and procedures to ensure effective and secure financial operations. Other essential functions include performing municipal agent and substation audits, oversight of DMV federal grant awards, and the Department's bulk data contracts.

In the past fiscal year, 228 municipal agent offices were audited. The Audit Section continues on course to visit each of the 226 municipal agent locations annually.

The 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, circuit and district courts, superi-

or courts, and out-of-state motor vehicle agencies. The Bureau is responsible for receiving, processing and maintaining records for all information entered to an individual's driving record to include convictions, suspensions and revocations, restoration dates, and crash involvement. In addition to these tasks, the Bureau is also responsible for responding to customer inquiries related to the various tasks and actions performed by the Bureau. During this period, the members of the Bureau responded to 129,016 of 135,378 telephone inquiries.

The Bureau was staffed by 27 full-time employees and three part-time employees during fiscal year 2016. The Bureau is divided into nine sections with each specializing in a specific area of expertise.

The Imaging Section transfers original documents and information related to suspension and revocation actions, convictions and crash involvement to a computerized document imaging and retrieval system.

The Driving Records 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 covered under the New Hampshire Driver Privacy Act. The Bureau of Financial Responsibility continued to work with the Bureau of Operations to resolve issues related to customers seeking to purchase a copy of their own driver record report.

The SR22/Alcohol Section processes SR22 Certificates of Insurance forms, SR26 Cancellation

of Insurance forms, certificates of completion for the Impaired Driver Care Management Program, and certificates of completion for the various State-approved defensive driving programs. In addition, this Section verifies the accuracy of the documents established by motor vehicle laws and administrative rules.

The Plea by Mail Section processes traffic complaints and citations received via paper and electronic formats (i.e., eTicketing) that have been issued by local and State law enforcement agencies. During fiscal year 2016, a total of 99,476 traffic citations/complaints were received and processed by the Bureau.

The Bureau continues to benefit from the eTicket program with the New Hampshire State Police, which began in April 2012.

During fiscal 2016, a total of 43,756 traffic citations/complaints were processed electronically reducing the manual effort needed to receive, file and enter the information into the DMV database by approximately 42 percent. This Section processes payment of fines as well as not-guilty pleas. Payments are processed via check, cash or credit card transactions. Similar to the eTicket program, the online ticket payment option continues to grow in popularity as an average of 2,207 accepted transactions were processed per month in fiscal year 2016.

The Court Processing Section processes conviction and default information received from State circuit, district and superior courts for both minor and major offenses. Major offenses and convictions include driving while

impaired, conduct after an accident, operating after suspension or revocation, and reckless operation. During fiscal 2016, this Section was heavily engaged with the Department of Information Technology, the Administrative Office of the Courts, and the New Hampshire State Police on Phase I of the eDisposition Project which is intended to allow the various New Hampshire Circuit Courts to return all dispositions on motor vehicle cases to the Division of Motor Vehicles electronically. At present, each of the New Hampshire courts, Superior as well as Circuit, return all dispositions to the Division via paper.

The Out-of-State Section processes information received from out-of-state courts as well as other state departments and registries of motor vehicles. Information received includes convictions,



The Bureau of Operations is responsible for overseeing the daily interactions with the customers.

defaults, and suspension information.

The Crash 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. Since the implementation of the electronic receipt of crash information, known as the Crash Record Management System (CRMS) that began as a pilot project with State Police in April 2013, the number of paper crash reports that require manual entry of information into the database has been reduced by 18.3 percent.

In addition to the above mentioned areas of expertise, the Bureau also oversees the administration two grant funded programs, one known as the Fatal Accident Reporting System (FARS) Program and the other known as the Ignition Interlock Device Program.

As described earlier, in addition to the day-to-day tasks and assignments, members of the Bureau of Financial Responsibility continued to be involved with several modernization projects related to the current computer system and the VISION Project, which represents the development of a new computer operating system that will replace the existing 30-year-old computer system, IDMS.

The Fatality Analysis Reporting System (FARS) Program is a national data collection system that contains information on all fatal motor vehicle traffic crashes in the U.S. with at least one fatality. The State of New Hampshire Department of Safety, the Division of Motor Vehicles, the New Hampshire Office of Highway Safety,

and the National Highway Traffic Safety Administration work together to ensure that complete, accurate, and timely traffic safety data is collected, analyzed, and made available for decision-making at the national, State, and local levels. Analyzing reliable and accurate traffic records data is central to identifying traffic safety problems and designing effective countermeasures to reduce injuries and fatalities caused by crashes. Substantive identification of fatalities under FARS often comes from Police Accident Reports (PARs) and Collision Analysis & Reconstruction (CARs). Detailed information on the circumstances of the crash and persons and vehicles involved may be obtained from a variety of sources, including state and local police departments, the Bureau of Driver Licensing, vehicle registrations, the Department of Transportation, emergency medical services, the Office of the Chief Medical Examiner, the State Forensic Laboratory, and the Department of Vital Records. FARS data is used to identify problems, evaluate safety countermeasures and facilitate the development of traffic safety programs at national and state levels.

The Ignition Interlock Device Program was formally established in October of 2012. The program is federally funded and, at present, is staffed by one part-time employee who works with the two state-approved interlock providers. The employee is notified whenever an interlock is installed or removed. The state employee also receives daily violation reports from the interlock providers for those individuals who fail the breath test(s) or have any other violation.

As a member of the Bureau of Financial Responsibility, the program coordinator works closely with the Bureau of Hearings and the Prosecution Unit to monitor in-

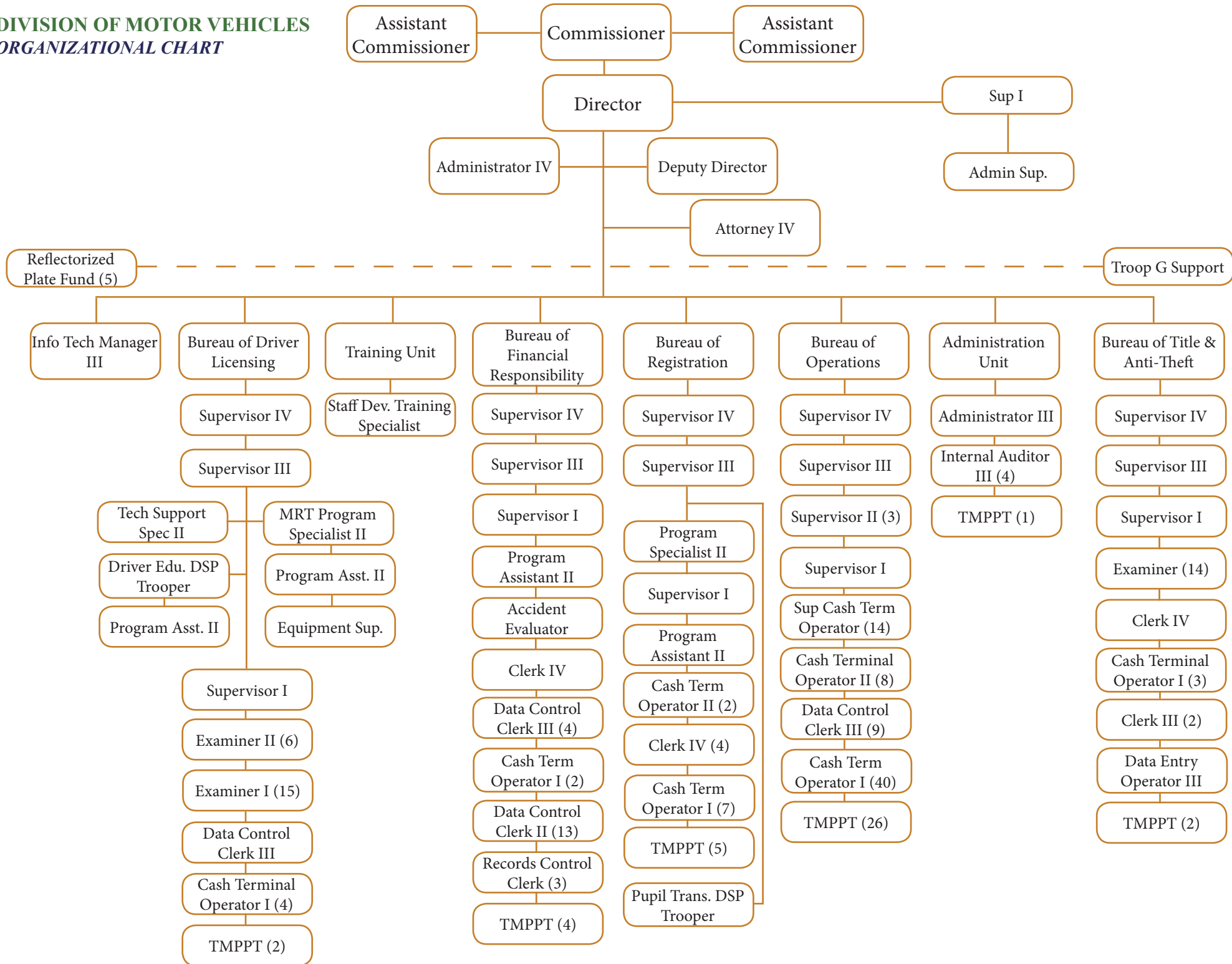
dividuals who were given a New Hampshire court or Department of Safety ordered conditional restoration of privileges requiring an ignition interlock device (IID) installed in any vehicle they operate, for a minimum of one year (RSA 265A:36-I-a). The driver must provide a breath sample with an alcohol content of less than .020 before the vehicle may be started. The IID will require a random retest every 15 minutes of travel time.

Each of the individuals in the program are required to submit the vehicle to the interlock provider for a physical examination. The provider downloads data and recalibrates the device to ensure accurate readings. The data provides information of any attempt to circumvent or tamper with the device and any violations that may have occurred. The coordinator examines the data for violations. Attempts to tamper with the device or attempts to start the vehicle with illegal alcohol content are investigated and reported to the Bureau of Hearings or the sentencing court for a hearing or adjudication which may result in a fine or an extension of the interlock order.

On September 26, 2014, RSA 265-A:38-a, the Ignition Interlock Device Removal Protocol, was enacted. This law, while increasing the workload for the Department, has closed a loophole through which individuals were able to remove their devices without the State's knowledge. The new law has allowed the State to catch scofflaws who were subverting the system.

The Division continually monitors the program and looks for ways to improve quality and public safety for the State. On January 1, 2016, a number of small amendments to the law will take effect, further improving the program.

DIVISION OF MOTOR VEHICLES
ORGANIZATIONAL CHART



DIVISION OF STATE POLICE



Colonel Robert L. Quinn



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.

In fiscal year 2016, the Division of State Police...

- stopped 153,331 motor vehicles;
- arrested 1,310 impaired drivers;
- conducted 9,794 criminal investigations;
- investigated 5,239 crashes; and
- conducted 10,692 commercial vehicle inspections and weighed 42,529 commercial vehicles.

DIVISION OF STATE POLICE

The New Hampshire State Police was created by an act of the Legislature on July 1, 1937, the fifteenth 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, State Police patrols New Hampshire's state highways, toll roads and interstates, enforcing state criminal, motor vehicle and other public safety laws. The Division has concurrent jurisdiction in towns under the population level 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 to assist by local authorities, 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 to a Marine Patrol facility and 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 2016 fiscal year.

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

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 may 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 maintain a secure environment within a 125-acre parcel containing 33 state buildings and a daytime population of over 3,000.

In addition to standard patrol services, the Field Operations Bureau provides various specialized services. The Special Services Section of the Bureau is responsible for overseeing the following units: The Crash Analysis

and Reconstruction Unit, the Crisis Negotiation Unit, the Drill Team, Drug Abuse Resistance Education, the Drug Recognition Expert Unit, the Explosives Disposal Unit, the K9 Unit, the Motorcycle Unit, the Public Relations Unit, and the Special Enforcement Unit. Additionally, the Special Events Response Team and Special Weapons and Tactics Unit are administered through the Field Operations Bureau. The troopers who staff these special units are selected and assigned geographically throughout the State for the purpose of providing the highest level of service and timely response.

Troop A - Headquartered in Epping, Troop A's geographical area of responsibility includes Rockingham and Strafford counties, located in the southeastern region of New Hampshire, and borders of Massachusetts and Maine. Interstate 95, the Spaulding Turnpike, Route 101 and Route 125, along with the 46 towns and cities that surround these roadways, are among the busiest and most populated in the State. The population increases dramatically during the busy tourist seasons.

During the 2016 fiscal year, Troop A troopers stopped 33,856 vehicles, arrested 350 impaired drivers, investigated 1,301 motor vehicle crashes, and conducted 1,116 criminal cases.

Troop B - Headquartered in Bedford, Troop B is responsible for providing police services throughout Hillsborough County and a portion of Rockingham County as it 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 2016 fiscal year, Troop B troopers stopped 32,063 vehicles, arrested 282 impaired drivers, and investigated 1,388 traffic crashes, five of which were fatalities. Criminal arrests and investigations totaled 1,928.

Troop C - Headquartered in Keene, Troop C is responsible for providing 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 patrol coverage and investigative assistance.

During the 2016 fiscal year, Troop C troopers stopped 19,423 vehicles, arrested 197 impaired drivers, investigated 292 traffic crashes and conducted 1,377 criminal investigations.

Troop D - Headquartered in Concord, Troop D is tasked with providing 24-hour patrol coverage to 28 towns and two cities within Merrimack County. In addition, Troop D covers Interstate 93 from the Hooksett Toll Plaza to the Ashland town line and all of Interstate 89, from Bow to the Vermont state line. This encompasses approxi-

mately 230 miles of interstate highway through four counties (i.e., Merrimack, Sullivan, Grafton and Belknap) that Troop D personnel patrol on a 24-hour basis.

Merrimack County, centrally located within the State of New Hampshire, is a composite of rural, suburban and metropolitan areas. Troop D personnel are actively involved in all aspects of law enforcement and many of the communities within the troop geographical area rely on Troop D personnel for police services. The State Capital is located within the area under the responsibility of Troop D and the troopers are tasked with being the primary law enforcement provid-



TFC Joe Waldvogel, Trooper Jordan Kopko, and TFC Chris Decker serve dinner to Special Olympics Athlete Nate Webb and other athletes and family members.

er to many of the state facilities, properties and agencies. These include the State House, the Governor's Mansion, the State Prison, New Hampshire State Hospital and the New Hampshire Technical Institute. Troop D personnel engage in multi-jurisdictional efforts with various federal, state, county and local agencies.

During the fiscal year, Troop D troopers stopped 32,458 vehicles, arrested 247 impaired drivers, investigated 1,584 traffic crashes, and conducted 2,916 case investigations.

Troop E - Headquartered in Tamworth, is a large gateway to the northern regions of New Hampshire. Troop E is responsible for providing professional po-

lice 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 geographical 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.

During the fiscal year, troopers initiated 15,652 motor vehicle stops, responded to 86 motor vehicle collisions of which one was fatal, arrested 120 impaired drivers

and handled 498 other criminal investigations.

Troop F - Headquartered in Twin Mountain, Troop F is responsible for providing police services throughout Coos and Grafton Counties. This area comprises 39 percent of the state, including 3,610 square miles of rugged, rural terrain, 60 miles of interstate highway, 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 also hosts more than seven million vacationers who visit this part of the state during the year.

State Police has primary jurisdiction in towns with a popu-



State Police marching at the New Hampshire Law Enforcement Officers Memorial on May 20, 2016.

lation 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 the majority of calls for service. During this timeframe some of those departments have significantly reduced their police coverage or eliminated their police department causing an additional increase in calls for service to the State Police within those jurisdictions.

During this fiscal year, Troop F troopers conducted 19,879 motor vehicle stops and conducted 1959 criminal case investigations. Of those investigations, there were 212 felony level offenses investigated, 114 resulted in the arrest of impaired drivers, 535 resulted in drug offense arrests and 430 resulted in arrests for other offenses such as assaults, thefts and a variety of other criminal offenses, an increase of nearly 200 investigations from 2015. There were an additional 292 criminal case investigations that were not solved or resulted in something other than arrest. Troopers investigated 588 traffic crashes to include 9 fatal motor vehicle collisions. Troopers also handled over 11,503 general service calls including 121 burglary investigation calls, 39 death investigation calls, 75 assault investigation calls, 211 theft investigation calls, 241 domestic disturbance investigation calls, 248 criminal mischief investigation calls, 107 criminal threatening investigation calls, in addition to a variety of other calls, an increase of around 37 percent from 2015.

The NH Emergency Dispatch Association's (NHEDA), 7th Annual Training Conference and Convention was held at the Red Jacket Resort Inn in North Conway, April 11th through April 13th, 2016. During the President's Dinner on April 11th, Tenley Bouton, Supervisor II, from Troop F was awarded the Supervisor of the Year for NHEDA.

On May 19, 2016, HB-1298, a bill relative to the authority of federal border patrol agents to make arrests in Coos County was signed by Governor Hassan and passed in to law on June 21, 2016. The United States Border Patrol is routinely called upon by the State Police to assist with acting as the first responders to many of our calls in the Great North Woods due to their proximity. The passage of this bill gives them full authority to make arrests under state law and to close the jurisdiction loophole that had existed prior to the enactments.

Troop F troopers continue to participate in several very successful public relations events to include Career Day at the Colebrook Elementary School and Safety Day at the Wal-Mart in Plymouth. The events promote positive relationships between the public and the State Police and many positive comments and words of support from the public always seem to flow from these events.

Troop G - Headquartered in Concord. Troop G enforces all State criminal and motor vehicle laws and rules as well as federal regulations governing commercial vehicles and state size and weight laws. Troop G is comprised of three primary sections: Commercial Motor Vehicle Enforcement,

and the DMV Task Force.

The DMV Task Force assists the Division of Motor Vehicles (DMV) in maintaining the integrity and security of operator, motorcycle, and commercial driver's licenses throughout the State; oversees the licensing of all commercial driving schools as well as certification of driver education instructors; routinely assists with commercial vehicle and school bus road skill examinations, and supervises the Pupil Transportation Program which is responsible for the oversight of the State's school bus industry.

During this fiscal year, the DMV Task Force certified 88 individuals as school bus instructors and commercial driving school instructors, licensed 74 driving schools, and prosecuted 40 administrative hearings pertaining to school bus drivers and driving schools. Troop G personnel presented 20 Teens and Truck Presentations and investigated numerous school bus crashes. Troop G investigators assigned to the DMV Task Force conducted 60 criminal investigations.

The Field Enforcement Section enforces the laws and rules governing the operation of 1,920 authorized New Hampshire auto dealerships and 2,498 official automotive inspection stations throughout the State. Personnel conduct classroom instruction and practical examinations of persons seeking certification as automotive safety inspectors, enforce the laws and rules governing approximately 12,010 currently certified automotive safety inspectors statewide, as well as 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 as habitual offenders; locate persons and retrieve driver's licenses and registration plates from those that have been suspended or revoked; prosecute administrative hearings pertaining to dealerships and inspection stations.

During fiscal year 2016, the Automotive Equipment Inspection (AEI) Program continued to be very successful in conjunction with our Field Enforcement Troopers. The cooperative effort resulted in 2,374 audits of dealerships and inspection stations and 409 follow-up audits conducted for the purpose of ensuring compliance and 1008 mechanic certifications. Troop G has successfully partnered with the New Hampshire Auto Dealers' Association to offer nine all-in-one inspection certifications to include automobile, motorcycle, bus, and heavy trucks. This partnership allows for an accelerated and cost effective option for applicants seeking certification. Troop G personnel, in conjunction with the Division of Motor Vehicles, also held 24 monthly automobile inspection classes and 13 all-in-one classes. Troop G serviced 251 special dealer requests and 195 special inspection requests.

In fiscal year 2016, Troop G troopers were tasked to serve 909 habitual offender notices at the request of the Department of Safety Hearings Bureau and worked in conjunction with DMV to conduct 2,138 salvage inspections and 127 VIN issuances at various locations throughout the State.

The Commercial Motor

Vehicle Enforcement Section has troopers dedicated to the enforcement of State laws and federal regulations which govern the transportation of persons, hazardous materials, and goods by commercial vehicles operating on the roadways of our State. Troopers are also responsible for the enforcement of state laws that pertain to maximum commercial vehicle weight limits on roadways and bridges. Troop G personnel utilize two primary fixed-scale facilities to perform commercial vehicle inspections and weighing of commercial vehicles. Troopers also utilize semi-portable scale trailers and portable scales at roadside locations throughout the State. The CMV Enforcement Section also has troopers assigned to the New Entrant Program, which provides educational and technical assistance for new commercial motor carriers. Troopers attached to the New Entrant Program conducted 170 motor carrier company safety audits as well as industry outreach and monthly overview training. They conducted seven compliance reviews resulting in 301 violations.

The combined efforts of the troop during the year produced 10,692 commercial vehicle inspections and the weighing of 42,529 commercial vehicles. During this year, troopers discovered 19,296 commercial vehicle violations in addition to 3,080 out-of-service violations where either the driver or vehicle was forbidden to continue operating. Troop G also has specially trained troopers who conduct dyed fuel testing of special fuels to ensure all applicable state and federal taxes have been paid. During fiscal year

2016, Troop G Troopers inspected 6,286 vehicles for fuel tax violations. Troopers also performed 140.75 hours of Public Relations Outreach for a combined audience of 1,930 participants.

The Canine Unit - The canine teams, comprised of a specially trained trooper and dog, are geographically assigned to all troops within the state. All teams are trained and certified to New England State Police Administrators Compact (NESPAC) standards. The Canine Unit provides in-service training for canine teams from Plymouth; Londonderry; Pittsfield; Middleton; Plaistow; Laconia; Manchester; Bow; and St. Johnsbury, Vermont. State Police canine handlers continue to respond to a large number of calls for service, public relations demonstrations, school searches, prison searches, and search and rescue missions. During this reporting period, the State Police Canine Unit was involved in more than of 853 missions.

Patrol - Patrol canine teams were called upon to locate missing persons, evidence of crimes and to search for wanted suspects. Many of these calls were from local communities throughout the State. The canine teams were instrumental in the successful apprehension of suspects wanted for serious crimes and for locating evidence of those crimes that otherwise would not have been found without these resources.

Below is an example of the hard work and success that these patrol canine teams experience throughout the year.

Trooper Tom Byrne (Troop C, Keene) and K-9 Storm responded to assist the Hinsdale

Police Department in locating a suspect that was wanted for multiple felonies to include aggravated assault and criminal threatening and fled from a motor vehicle stop. Trooper Byrne and Storm tracked the suspect and were able to locate him hiding in the woods along the Connecticut River. He was taken into custody without incident.

Narcotic Detection - The Canine Unit's Patrol/Narcotics Detection teams were called upon on numerous occasions to conduct school searches in several communities throughout the State. These Teams also assisted our counterparts in local and federal law enforcement agencies. Our Teams conducted searches in our State Prison and county jails to assist in combating illicit narcotics from entering these facilities. Canine teams continue to assist the Narcotics Investigations Unit, the NH Drug Task Force, Homeland Security Investigations (HSI), and the Drug Enforcement Administration (DEA) with investigations involving the sales of narcotics and currency searches. Three of the Canine Unit's Narcotics Detections Teams are assigned to MET-Mobile Enforcement Team, which is involved in the interdiction of illegal narcotics trafficking.

Below are some of the examples of the work that the narcotics detection teams have done.

Trooper Haden Wilber (Headquarters, MET-Mobile Enforcement Team) and K-9 Gauge stopped a vehicle traveling on I-95 in the Town of Hampton. Trooper Wilber suspected that the vehicle contained illegal drugs. After the operator denied his request to search the vehicle, Trooper Wilber conducted an exterior sniff of the

vehicle with his narcotics detection dog, K-9 Gauge. K-9 Gauge gave a positive alert to drugs in the vehicle. After executing a search warrant on the vehicle Trooper Wilber located 4 pounds of Marijuana. The occupants were subsequently arrested.

Trooper Haden Wilber (Headquarters, MET-Mobile Enforcement Team) and K-9 Gauge were requested by the Keene Police Department to assist in an exterior sniff of a vehicle suspected to contain illegal narcotics. K-9 Gauge alerted to one pound of heroin and \$8,000 in US currency inside the vehicle.

Sergeant Mark Hall (Headquarters, MET Mobile Enforcement Team) and K-9 Gator assisted Trooper Frigon (MET) with a motor vehicle stop on I-95 in Portsmouth. Sgt. Hall conducted a search of the vehicle with K-9 Gator. Gator alerted to a box within the contents of the vehicle and Trooper Frigon subsequently seized \$15,000 in illicit US currency.

Cadaver (Human Remains Detection) Teams - The Cadaver Canine Teams assisted the Major Crime Unit with several investigations including cold cases. The Cadaver Canine Teams also conducted several searches for missing persons through the State.

Trooper Kevin Devlin (Troop A) and K-9 Wyatt were called to assist in the Town of Auburn in locating an elderly male that had gone missing the day prior. Trooper Devlin and K-9 Wyatt conducted an extensive search and were able to locate the deceased male.

Trooper Devlin and K-9 Wyatt along with Auxiliary Trooper Peter Gould and K-9 Zena were

called upon to search for a young man that had been missing for over a week in the North Country. These cadaver canine teams conducted an extensive search over the course of the day of the rugged terrain before locating the deceased male.

Crowd Control - The Canine Unit provided crowd control support at the annual Motorcycle Week in Laconia during the month of June. Canine Teams were utilized at several colleges and communities during large events.

Public Relations Demonstrations - Canine Teams were involved in numerous public relations demonstrations throughout the state. During many large scale events such as the D.A.R.E. Road Race, Kingston Home Day, and the Hot Dog Day at the State House, the Canine Unit was called upon to highlight the abilities of the dogs and to educate the public on the Canine Unit.

The State Police Canine Unit continues to be an invaluable resource for not only the Division, but all of the communities throughout the State. The Canine Unit is continually evolving in training to reach the highest standards to better assist those that call upon it.

The Collision Analysis and Reconstruction (CAR) Unit - In December 2013, the Technical Accident Reconstruction (TAR) Unit was renamed the Collision Analysis and Reconstruction (CAR) Unit to comply with industry standards. Additionally, five members of the Unit were assigned to administrative status at headquarters to allow for full-time personnel in response to the increasing complexity of cases. The nine part-time unit members are assigned strategically throughout the State for the

purpose of providing a strong support role to assist state and local officers in collision investigations. CAR unit members have specialized training in the field of motor vehicle collision reconstruction and crash investigation. Specific training during this fiscal year included Crash Data Retrieval Certification, Advanced Reconstruction Techniques, Motorcycle Crash Reconstruction, Friction & Statistics, Motorcycle Braking and Sliding, and Spin Analysis.

During the fiscal period from July 1, 2015 to June 30, 2016, unit members collectively conducted 91 investigations, due to the increased case load three part-time members had to be assigned temporarily to full-time status for several months. Of the 91 investigations, 44 have resulted in various felony and misdemeanor offenses, including negligent homicide, manslaughter, second degree assault, reckless conduct, vehicular assault, and negligent driving. Other investigations are still pending litigation in superior and circuit courts throughout the State. In addition, the CAR Unit has assisted in one officer involved shooting, a homicide and one assist to the Fire Marshal's Office. The CAR Unit responded to two triple fatal collisions during this time period.

The Crisis Negotiation Unit - The Crisis Negotiation Unit (CNU) responded to 11 calls for service in this fiscal year, which was a decrease of one call compared to the prior fiscal year reporting period. The nature of the calls ranged from a suicidal woman atop the Piscataqua River Bridge on Interstate 95 to negotiating with an armed wanted subject in the City of Franklin.

The CNU's highlights during this fiscal year included peacefully negotiating the end of a standoff with a suicidal man in the Town of Rumney and assisting the Special Weapons and Tactics team with the execution of several arrest and search warrants throughout the State. During the reporting period, members of the CNU were fortunate to train with negotiators from other agencies, including Federal and State Corrections and the New England State Police Administrators Compact. Two members attended the annual convention of the New England Crisis Negotiators Association in Hyannis, Massachusetts.

The 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 at public and private events such as parades, sporting events and civic ceremonies. At many of these 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. Each year the team is seen by well over 100,000 people throughout NH and New England.

This past year has been a busy season for the State Police Drill Team. Between July 1, 2015 and June 30, 2016, the Drill Team participated in 28 events, an increase over last year. The team presented the national and state colors at many of the events that we do each year. These include the NASCAR races in July and September in Loudon, the Police Standard and Training Council part-time and full-time graduations, the NH Congressional delegation award ceremony, division award and pro-

motional ceremonies and several parades around the State.

The Drill lost two members this year. Tr. Aaron Comeau retired from the Division after 20 years of service in law enforcement and Tr. Ryan Short left the team after a short stay due to his duties with the NH National Guard where he holds the rank of Captain. Both Troopers were a great asset to the team and will be missed. Although down two members, the other Troopers have been able to take on the additional duties and the troops have been a great help with assigning Troopers.

This year the Drill Team participated in several high profile events. After several years of not being able to attend, the Drill Team was able to participate in the annual *100 Nights of Remembrance* at the State Veterans cemetery. This event starts in early June and concludes with a closing ceremony on September 11th. The event is attended by several hundred veterans and honors both military veterans and first responders.

The Drill Team attended two new events this past year. In March, the team was asked to present the colors at the Monarchs hockey game in Manchester. The team has not attended this game in many years and was asked to return to represent law enforcement in the State. In May, we attended the Aquidneck Island National Police Parade held in Rhode Island. This is a well-known parade that the team has been trying to attend for many years. We attended with hundreds of law enforcement officers from around the country as well as the Royal Canadian Mounted Police.

The team also attended three



Trooper Sean Smarz and a young law enforcement fan during the National Night Out.

funerals this past year. Two Massachusetts State Troopers were tragically killed in the line of duty in separate incidents. The team was able to be represented and sent a color guard to pay our respects. This past year the Division also lost Lt. James Geraghty after a long fight with cancer. The Drill team was able to assist the Division, and more importantly, the family of Lt. Geraghty, in planning the funeral. The team was used for door and casket guards as well as an honor guard on the day of the funeral.

As 2016 began, the Drill Team was very busy, participat-

ing in 16 events in just the first six months. The team looks forward to carrying out its duties as the Division's honor and ceremonial unit, representing our State and carrying on the distinguished history of the Division.

The Drug Abuse Resistance Education (D.A.R.E.) Program - 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 87 D.A.R.E. officers in New Hampshire. The program was presented in 108 schools with the K-4, elementary and middle school programs delivered to nearly 8,000 students.

The New Hampshire State Police and the New Hampshire

Motor Speedway hosted the 24th Annual State Police D.A.R.E. Classic 5K Road Race in August of 2014. The event raised approximately \$13,800.

The Drug Recognition Expert Unit - The Division of State Police has been participating in the Drug Recognition Expert (DRE) Program since 1991. The DRE's Unit consists of highly trained troopers skilled in the detection of drivers impaired by alcohol and drugs. During fiscal year 2016, the DRE Unit conducted more than 96 evaluations for prosecution. The Division currently has 34 drug recognition experts and 11 drug recognition expert instructors.

Due to the increase of drug proliferation, the DRE Unit hopes to add a number of troopers to help meet the growing demands of providing expert services relative to the apprehension of impaired drivers and conducting a wide variety of alcohol and drug impairment training for law enforcement agencies and other civic organizations.

The Explosives Disposal Unit - The Explosives Disposal Unit takes custody of and disposes of all found, abandoned, forfeited, and seized materials and devices containing explosives, explosive materials, or explosive chemicals. Members of the Explosives Disposal Unit 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 are otherwise in the custody of public safety agen-



From left to right, Trooper Christopher Elphick, Trooper Megan Walsh, Lieutenant John Marasco, and Captain Mark Armaganian shop for Toys for Tots.

cies. The Explosives Disposal Unit has certified explosive detection canine teams available to respond anywhere in the State.

The Explosives Disposal Unit maintains a fully equipped emergency response vehicle designed for the total containment of up to 10 pounds of C-4 plastic explosives, and also designed to safely contain chemical, biological or radiological hazards that may be encountered.

There were 648 requests for service during the fiscal year, a significant increase from the 319 recorded in the previous fiscal year. The substantial increase is due solely to dignitary protection missions associated with the presidential election cycle within New Hampshire. The Unit continues to see increases in requests to provide training to both police and fire de-

partments within New Hampshire.

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

During the fiscal year, Marine Patrol personnel certified 6,173 new recreational boat operators, issued 4,855 mooring permits and 613 water event/slalom course permits, and investigated 57 re-

portable boating accidents, and 18 drownings. In addition, over 3,000 aids to navigation were maintained, including navigation lights on bridges.

The Motorcycle Unit - The Motorcycle Unit continued to be a valuable asset through numerous public relations events, directed enforcement patrols with local agencies, and high traffic volume events. During the riding season, motorcycle unit members were assigned to the Special Enforcement Unit and operated within their respective troop areas as needed.

The New Hampshire Hospital Campus Police - The Campus Police Unit members provided police coverage to the Hugh Gallen State Office Complex, which includes 36 State office buildings and agencies including the New Hampshire Hospital through the enforcement of 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 and residents, employees, volunteers, and visitors to deliver and receive quality services. On a typical business day, the campus population ranges from 4,000 to 5,000 people, including staff and visitors. Additionally the Campus Police coordinate with various non-profit and local organizations in planning events that use the campus as the venue, during which the Campus Police focus on traffic and crowd control. The events bring thousands of additional people to the campus.

Campus police officers responded to 17,280 calls for service during the fiscal year, including 2,141 admissions, 2,681 alarms,

829 psychological emergencies, 82 missing person or escapee incidents, 35 threats, 170 domestic violence order services, 58 sex offender registrations, 21 arrests, and 208 transports.

The Peer Support Unit - The Peer Support Unit consists of seven counselors who are sworn members of the New Hampshire

State Police. Its mission is to provide confidential emotional support to prevent debilitating stress and promote emotional wellbeing among all division personnel and their families 24 hours a day.

The Public Relations Unit - The Public Relations Unit offers the citizens of New Hampshire presentations, lectures, semi-



Trooper Sean Smarz (right) and a Lincoln Police Officer during National Night Out, an annual community building campaign that promotes police-community partnerships and neighborhood camaraderie.

nars, 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. Two hundred ninety-eight requests were honored during the fiscal year.

The 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. A Bell helicopter is used to assist in searches for missing and wanted persons, drug surveillance, presidential and vice-presidential security, public relations events, observation of disaster damage, and aerial photography of traffic collisions, crime scenes and natural disasters.

In fiscal year 2016, the plane flew 197 traffic enforcement missions throughout the State, equating to approximately 583 hours of flight time resulting in 6,325 re-

ported events. These efforts helped to remove some of the most aggressive drivers from New Hampshire's roadways. Out of the total, 29 were for speeding offenses over 100 MPH and 394 were for speed offenses over 90 MPH. The Unit also charged 32 individuals with Operating after Suspension and 30 individuals for Reckless Operation.

In fiscal year 2016, the state police helicopter flew 44 hours during search and rescue and other law enforcement missions. In addition, the Unit conducted numerous surveillance flights utilizing the Cessna airplane to aid federal, state and local law enforcement missions. The Special Enforcement Unit also made 49 arrests for a variety of motor vehicle and criminal code violations.

The Special Events Response Team (SERT) - The Special Events Response Team



State Police participating with the U.S Marine Corps to help make the annual Toys for Tots drive a success.

(SERT) consists of approximately 40 troopers trained in crowd control formations and mobile field tactics. The inception of this element began in 2003. Historically, the team is activated and assigned in the towns of Durham, Keene and Plymouth during sporting championship events. Since 2013, the Team has responded to 13 search & rescue calls for service including two high profile cases, the Celina Cass homicide and the Nathaniel Kibby investigation. The team also assists the NHSP Major Crime Unit in article searches related to serious crimes.

The Special Weapons and Tactics (SWAT) Unit - The Special Weapons and Tactics Unit (SWAT) is tasked with resolving critical, high risk incidents that are beyond the capabilities of the patrol unit. The SWAT Unit will respond whenever its expertise or knowledge is needed, 24 hours a day, 365 days a year. Unit members maintain a high state of readiness through their training, dedication and professionalism. The SWAT Unit consists of approximately 23 troopers assigned to troop stations and other duty assignments throughout the State.

The State House Security Unit - The mission of the New Hampshire State Police State House Security Unit is to provide high-level security to the State House complex, including the State Capital Building, the Legislative Office Building and the State House Annex. Unit members work with a variety of other agencies to include the State Police Executive Security Unit, the General Court Protective Services Unit, the Concord Police Department and the U.S. Secret Service. This coordi-

nated effort has insured the safety of those who have worked and visited the complex since the Unit's inception in 1998.

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 Major Crime Unit - The Major Crime Unit's primary responsibility is the investigation of homicides throughout the State of New Hampshire. Aside from these types of incidents, the Unit continues to coordinate and assist in investigations pertaining to Officer Involved Shootings, Public Integrity, Human Trafficking, Child Exploitation, Computer Crime, and a variety of other violent felony level offenses. The Major Crime Unit is comprised of specialized sections such as Crime Scene Services, Cold Case, Polygraph, Family Services, Missing Persons, and the New Hampshire State Prison Liaison. The Major Crime Unit investigators are tasked with handling some of the most egregious and sensitive cases in the State. Unit members work in conjunction with local, state, and federal law enforcement and prosecutorial agencies fostering partnerships based in mutual respect, cooperation, and professionalism.

During the 2016 fiscal year, the Major Crime Unit conducted 114 investigations that included seven homicides, and two officer involved shootings. In this same period, the Major Crime Unit conducted 22 other death investigations. These investigations included several suspicious and untimely deaths that were later determined

to be natural, accidental, or suicide.

As the opioid death crisis took center stage in New Hampshire, the Major Crime Unit was at the forefront and was tasked with participating in a comprehensive training initiative geared at supporting local, county, and state officials in their attempts to hold those supplying illicit narcotics resulting in death accountable for their actions.

For the Major Crime Unit, the 2016 fiscal year was marred by the tragic loss of its Commander, Lt. James J. Geraghty, to a long and courageous battle with cancer. His legacy of selfless service and determination will continue to inspire those who continue to work each day in homicide investigation.

Cold Case Unit - The New Hampshire Cold Case Unit, a collaboration of the Major Crime Unit and the Attorney General's Office, continues its mission of bringing justice and resolution to the victims of New Hampshire's unsolved homicides. The Unit is responsible for investigating over 120 such cases, including a number of historical missing person and suspicious death incidents. The CCU is currently staffed by a full-time detective sergeant, a full-time trooper, a part-time investigator (provided by AG's office), a part-time intelligence analyst, an assistant attorney general, a victim/witness advocate (provided by AG's office), and two volunteers.

In March, the CCU hired a new part-time intelligence analyst. This position has already proven its merit, and is greatly benefiting the work of detectives by providing detailed research and data analysis for complex cases which often span over decades.

Notably this year, Cold Case Unit members were amongst the investigative team contributing to the June arrest of Wendell Noyes for the 2011 homicide of his step-daughter Celina Cass in Stewartstown, NH.

In June of 2016, the CCU organized and hosted a two-day cold case homicide training at the NH Police Academy. In attendance were homicide investigators from New Hampshire, Maine, and Vermont. The training provided a variety of speakers from around the country and offered an opportunity for detectives of different agencies and states to network and share ideas on how to tackle these challenging cases.

The Narcotics and Investigations Unit (NIU) - 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, including marijuana, cocaine, crack-cocaine, and heroin. Working in collaboration with the other law enforcement agencies, some members of the unit are assigned to task forces to include the New Hampshire Attorney General's Drug Task Force, the DEA Tactical Diversion Squad, the DEA High Intensity Drug Trafficking Area (HIDTA) and FBI Safe Streets.

The Unit investigated a total of 121 cases during the fiscal year. These cases involved marijuana, cocaine, crack cocaine, MDMA, heroin, oxycodone and other prescription drugs.

During this past fiscal year,

NIU has continued to battle the opiate epidemic across our state. Operation Granite Hammer was conducted in Manchester. This operation partnered NIU with the Manchester Police Department and the U.S. Drug Enforcement Administration, with the goal of ridding the city of street level dealers.

The State Police Narcotics and Investigations Unit continues to work collaboratively with our local and federal counterparts to stem the tide of this terrible epidemic. Along with conducting undercover covert operations, NIU also continues to participate in discussions surrounding new strategies of education, prevention, treatment and recovery.

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 19 diversion cases. These investigations resulted in 11 arrests.

The Polygraph Unit - The State Police Polygraph Unit has provided forensic polygraph services to local, state, and federal law enforcement agencies since 1970. The Polygraph Unit conducts exams related to crimes which include homicides, sexual assaults, child abuse, drug investigations, burglaries, and thefts. The Unit is also tasked with administering law enforcement pre-employment examinations for all New Hamp-

shire trooper candidates as well as other state agencies such as the NH Fish and Game Department, The State Fire Marshal, Marine Patrol, Liquor Commission, and Homeland Security and Emergency Management. The Unit also conducts pre-employment examinations for local agencies upon request. The Polygraph Unit conducted 61 examinations for the fiscal year.

The Terrorism Intelligence Unit - As part of the New Hampshire Information and Analysis Center (NHIAC), it is the responsibility of the New Hampshire State Police 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, two troopers, and two in-

OPERATION GRANITE HAMMER: ARRESTS AND SEIZURES	
Arrests	94
Heroin seized	777.1 grams
Cocaine seized	2205.8 grams
Crystal methamphetamine seized	144.5 grams
Marijuana seized	833 grams
Rifles seized	4
Pistols seized	5
Vehicles seized	2
U.S. currency seized	\$151,802
Suboxone seized	40 strips
Miscellaneous pills seized	369 pills

telligence 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 Cyber Crimes Task Force, and the United States Attorney's Anti-Terrorism Advisory Council (ATAC).

The Intelligence Unit continues to be 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 FY 2016, the unit continued its presence in the New Hampshire office of the FBI by assigning a trooper to the FBI'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 continues 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 of the New England State Police Administrative Compact (NESPAC) intelligence working group, and hosts bi-monthly law enforcement analyst working group meetings.

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 relevancy, 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.

The Terrorism Intelligence Unit is charged with processing intelligence reports and the Law Enforcement Name Search (LENS)

NARCOTICS AND INVESTIGATIONS UNIT: ACTIVITIES DURING FISCAL 2016	
Investigations initiated	121
Arrests/indictments	41
Search warrants	38
Seized currency equitable share	\$48,757
Other seized currency	\$194,000
Restitution checks received	\$7,400
Cocaine seized	85.6 ounces
Crack seized	1.5 ounces
Marijuana seized	19.25 pounds
Marijuana plants seized	119 plants
Heroin seized	13 ounces
Prescription pills seized	228 pills
Methamphetamine seized	30.9 grams
Mushrooms seized	7 grams
Weapons seized	13
Vehicles seized	2

reports dealing with individuals involved in criminal activity. During fiscal year 2016, the TIU received and processed 1,011 intelligence reports and LENS reports. All arrest reports by State Police personnel are processed by the TIU as well. 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.

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 (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 with extreme seriousness both its statutory and moral obligation to ensure that any criminal or terrorism intelligence information received 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 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 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.

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, 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 of Safety conducts an annual in-depth review of the IAC to verify its compliance with the statutes and regulations that govern its operations

The New Hampshire Information and Analysis Center provides 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, to protect the citizens and the critical infrastructure of New Hampshire, while ensuring the protection of civil rights and civil liberties.

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 NH Department of Safety. The center is housed at the State 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.

The NHIAC consists of a State Police Lieutenant, who serves as the Director of the NHIAC, a State Police Sergeant, four Department of Safety analysts, and one GIS Analyst. In addition, there is one Intelligence Officer from the U.S. DHS, Office of Intelligence and Analysis, one FBI analyst, an NE High Intensity Drug Trafficking Area (HIDTA) Drug Intelligence Officer, a NE HIDTA Public Health Analyst, and several Intelligence Liaison Officers from local law enforcement agencies that work on various levels with the NHIAC.

Intelligence/Information Liaison: The NHIAC maintains links to local, state and federal agencies throughout the nation and world, including INTERPOL, the Depart-

ment of Homeland Security Office of Intelligence and Analysis, the United States Attorney's Anti-Terrorism Advisory Council (ATAC), and the FBI's New Hampshire Joint Terrorism Task Force (JTTF). 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 Ac-

tivity Reporting (SAR) Initiative (NSI) 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

537 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 2016, the NHIAC disseminated 394 intelligence, officer safety, and situational awareness bulletins to NHIAC stakeholders through this system. This includes the Daily Information Brief for Law Enforcement stakeholders, the Bi-Weekly All Hazards Digest for all NHIAC



State Police pose for a photo with two Special Olympics Athletes at Waterville Valley Resort.

stakeholders, and special bulletins of a time-sensitive nature, which are disseminated as needed.

The NHIAC conducted special event assessments and disseminated finished products in reference to 13 special events during FY 2016. Going forward, the NHIAC will continue to conduct 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 the primary missions of the NHIAC 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 2016, the NHIAC responded to 1,549 requests for service in reference to 7,534 entities (e.g., person, vehicle, telecommunications, etc.).

Critical Infrastructure/Key Resources Protection: One NHIAC analyst is assigned to work with the State Critical Infrastructure Protec-

tion 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 (PCII) requirements, and outreach to infrastructure owner/operators in the public and private sectors. The CI/KR analyst works very closely on these endeavors with the DHS Protective Security Advisor assigned to New Hampshire. The ultimate goal of the SCIPP is to enhance resiliency of all NH Critical Infrastructure and Key Resources.

Regional Information Sharing: The NHIAC participates in a bi-weekly 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: The NHIAC takes extreme seriousness in both its statutory and 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. The NHIAC ensures 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 of the NH Department of Safety conducts an annual in-depth review of the NHIAC to verify its compliance with the statutes and regulations that govern its operations.

The Support Services Bureau This Bureau provides many of the 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, the National Crime Information Center, Permits and Licensing, and Recruitment and Training.

The Auxiliary Troopers - The auxiliary troopers are certified part-time sworn troopers who provide services by assisting division members with public relations events, communications, patrol, traffic control, and select background and criminal investigations.

The Communications

Maintenance Unit - The primary function of the Unit is the engineering, installation, preventive maintenance, and servicing of the New Hampshire State Police statewide radio dispatch interoperability network and associated support facilities. The Unit supports two-way radio voice and data communications infrastructure equipment owned or operated by all Divisions within the New Hampshire Department of Safety as well as other state and local public safety partners. Managed facilities include multiple communications dispatch centers, remote mountaintop communications sites, and mobile/portable communications platforms. Unit personnel also provide installation, maintenance, and repair services for multiple generation two-way mobile and portable radios, vehicle emergency lights and sirens, in-vehicle video recording systems, and automated vehicle location (AVL) devices.

Unit personnel participated in numerous significant projects during FY 2016, including a communications infrastructure improvement project recently funded through a capital expenditure. A request for proposal initiative completed in late 2015 resulted in the hiring of Mission Critical Partners based in Pennsylvania to review existing communications needs and provide a detailed RFP to solicit a qualified communications equipment system provider by June 2016. After an exhaustive research effort, Mission Critical Partners met the aggressive timeline and provided the State a substantial technical RFP document which will be modified to meet specific State Police communications equipment specifications. The goal is to in-

crease the two-way radio coverage capability for NH State Police field personnel and to eliminate identified coverage problem areas and to provide improved mobile and portable radio communications. The State plans to issue the RFP in the fall of 2016 with equipment vendor selections to occur in early 2017.

Unit personnel participated in additional technology improvement projects in 2016 including activities related to the completion of the new Marine Patrol Headquarters Facility in Gilford, relocation of the NH Hospital Campus Security Dispatch Center, software upgrades to division digital recording systems, and in-vehicle Automatic Vehicle Location (AVL) system installations in NHSP cruisers.

The 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, 138,500 CHRI requests, 139,330 court dockets, 5,460 annulments, and 92,632 criminal and applicant tenprints were processed by the Central Repository.

Criminal Records, DoIT personnel, and the Central Repository vendor continue to work on the CCH upgrade. Vendor personnel changes have pushed back the upgrade project by six months with an expected completion date of October 2016.

State lawmakers enacted SB 152 intended to enable school officials to make better informed hiring decisions by having the actual criminal history record conviction

information provided to the hiring agencies.

Automated Fingerprint Identification System (AFIS) - Final contract preparations are being made to submit the Tri-State AFIS Service Plan to the Governor and Council. Upon approval, the system upgrade and acceptance processes will commence. System acceptance and implementation is expected in October of 2017.

Uniform Crime Reporting - During this reporting period the Uniform Crime Report (UCR) Section has received from the state, county, and local law enforcement agencies, 62,216 crimes reported within the 43 National Incident Based Reporting System (NIBRS).

The UCR is seeking FBI certification of the Repository. As the last step toward certification, UCR personnel are reviewing data quality questions identified by the FBI. By addressing those questions with the various agencies and verifying the corrections, the UCR can demonstrate the Repository's ability to answer and update questionable data.

To comply with the FBI's initiative of eliminating UCR summary reporting, SB 475 was passed and effective July 18, 2016 requiring all NH law enforcement agencies to report NIBRS statistics to the state UCR Repository. All law enforcement agencies, except nine, have the NIBRS reporting technology in place. The UCR Section will incorporate the remaining nine agencies' data into the state Repository.

The Headquarters Communications Unit is currently located at the Department of Safety's Incident Planning and Operations Center (IPOC). Communications

personnel are responsible for dispatching all personnel assigned to Headquarters, Troop B, Troop D, Troop G, Marine Patrol, the Bureau of Liquor Enforcement, the 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 and C. The Unit is also the after-hours provider for other state agencies such as the Division of Homeland Security and Emergency Management, the Attorney General's Office, and the Medical Examiner's Office, and maintains electronic lines to the National Weather Service Alert System, Emergency Alert System, and the Seabrook Station and Vermont Yankee nuclear power facilities.

The center is also responsible for receiving all nationwide law enforcement electronic messages, including 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 (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 en-

sure the safety and welfare of all the citizens within New Hampshire as well as our personnel. True professionalism can be seen in all of the communications specialists and supervisors within the Division of State Police

The National Crime Information Center (NCIC) Unit continues to play an integral role in the exchange of data between the law enforcement community and the Federal Bureau of Investigation (FBI). The mission of the NCIC Unit is to develop and disseminate knowledge about crime, criminal justice information, and deviance through collaboration with our law enforcement partners to maximize our resources and technological advances.

Criminal justice agencies across the State are afforded the ability to access the State Police On-Line Telecommunications System (SPOTS). The transmission of this data is over a secure network and provides the most up-to-date information on those being sought by police. The system is currently deployed to 150 criminal justice agencies across the State.

During fiscal year 2016, unit personnel provided specialty instruction to 447 students from law enforcement and criminal justice agencies throughout the State, including dispatchers, police officers, administrative personnel, new recruits, corrections officers, and court personnel. Unit employees must ensure that SPOTS certifications for approximately 4,500 sworn and civilian personnel are maintained and current. In addition to being trained, an agency wishing to gain access to SPOTS via a desktop or laptop must obtain

a license for the software. The Unit currently manages 687 Open Fox Messenger licenses, a 16 percent increase over last year.

Personnel continue to see an increase in the number of warrants being issued by superior and circuit courts. With home invasions, robberies and thefts on the rise, person and property file entries into NCIC have also seen an increase of 18.3 percent over the last year.

The Permits and Licensing Unit - The Permits and Licensing Unit performs background checks on individuals applying for non-resident concealed pistol licenses, armed and unarmed private investigator licenses, armed and unarmed security guard licenses, armed and unarmed bail bondsman licenses and for certificates of competency for the use of explosives. The Permits and Licensing Unit also issues licenses for explosives and fireworks storage facilities throughout the State. These storage licenses are issued only after successful inspections are performed by personnel from the State Police Explosives Disposal Unit. During this reporting period, the Permits and Licensing Unit issued 12,887 licenses. Of those, 10,020 were for non-resident concealed pistols. In addition, 177 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, 1,743 individual armed and unarmed licenses were issued after background checks, and 70 agency licenses were authorized.

The State Police Gun Line

is operated within the Permits and Licensing Unit and received 57,001 calls from Federal Firearms Licensed dealers requesting background checks on New Hampshire residents purchasing handguns during this fiscal year. This was a 28.9 percent increase over the 2015 totals and represents a 170 percent increase in the volume from 2008. In addition, the New Hampshire court system requested 511 background checks on pending motions for the return of firearms after a seizure. The Permits and Licensing Unit performed more than 70,000 background checks during fiscal year 2016; this represents an increase of 25 percent over the 56,000 completed in fiscal year 2015.

The Recruitment and Training Unit facilitated the hiring of competent, well-trained troopers. The Unit also streamlined the processing and subsequent hiring of hospital campus police officers, civilians, and part-time marine patrol officers.

In order to select the best candidates for assignment as a State Trooper, the Recruitment and Training Unit conducts applicant testing three times per fiscal year. The initial testing phase consists of a physical agility assessment and written examination, an oral board interview, followed by a polygraph examination, psychological examination, physical examination, drug screening, and an interview with the Director.

New State Troopers train extensively during their first year of service. Training includes attendance at the New Hampshire Police Standards and Training Council's 14-week police academy, and

a three-week state police in-house academy referred to as Field Proficiency Training. Troopers successfully satisfying Field Proficiency Training are assigned a patrol responsibility and participate in a 50-day field training program, and then as a probationary trooper on solo status. 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.

To continue to best serve the citizens of New Hampshire, each Division member must attend at least eight hours of in-service training annually. Additional training courses organized by the Training Unit include: firearms and use-of-force training, defensive driving, criminal interview and interrogation training, prosecution training, and search and seizure training. The Unit also serves as a representative to the training committee of the New England State Police Administrators Compact.

The Sex Offender Registry Unit is responsible for maintaining 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. The NHSP Sex Offender Registry receives an average of 250 forms per week to be entered. Those up-

dates are made on a weekly basis to the state police public website. This information includes a current warrant list and updated information on Offender's Against Children (Megan's Law), including the photographs of offenders available to the public. We have a monthly average of 250 offenders who are non-compliant either because they failed to report as required or the information was delayed in being sent to the registry.

Offenders must pay an annual \$50 registration fee. If an offender is indigent, he or she may request a hearing through the Department of Safety Bureau of Hearings, which requires attendance by a sworn member of the unit. We have over 100 offenders who fail to pay their registration fee each month. In 2015, we began a collection process to try and reduce the number of offenders who are failing to pay. The Bureau of Hearings is beginning to require offenders to report in for a hearing on a license suspension when they do not comply with that requirement. As a result of this process, we collected over \$110,000 in past due fees and an additional \$90,000 of current year fees. We have reduced the number of offenders failing to pay the fees to an average of 35 per month.

In addition to the registration requirements, the Division of State Police is also statutorily 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 registry utilizes federal grants to assist with these address verifications. We attempt over 5,500 verifica-

tions each year.

The Sex Offender Registry is also responsible for determining the reasonably equivalent offense for out-of-state criminal offenders who move into New Hampshire and to determine if the offender is convicted of more than one criminal episode. If an offender does not agree with the determination made by the Sex Offender Registry, he or she can request a hearing to dispute that determination. The sworn personnel assigned to the unit handles on average 200 hearings a year for either a fee waiver request or equivalent offense dispute and testifies in superior court on all Failure to Register charges or any others that require evidence to be presented from the registry.

The Sex Offender Registry continues to grow annually as new offenders are released from prison, move into the State or are located in New Hampshire and notified of their registration requirements. At the end of the fiscal year, there were a total of 6,146 offenders, an increase of 241 offenders since July of 2015. Of the total number of offenders, 2,788 are actively registering with their local jurisdictions. We have a total of 2,444 offenders on the public list under Megan's Law.

The sworn member of the Unit also takes an active role in the process of new legislation and testifies for the Department of Safety regarding how new laws would affect registration and enforcement. As those new laws go into effect, the Sex Offender Registry must stay current with those changes in order to assist local police departments in maintaining offender compliance.

The Executive Security Unit is responsible for the protection and transportation of the Gov-

ernor and the First Family. The Unit also strives to provide protection and 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

The 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 over 200 city and town police departments, the State Police and several state law enforcement agencies, including 10 county sheriff's departments, numerous city and town fire departments, and, on occasion, federal law enforcement agencies conducting criminal investigations in the State.

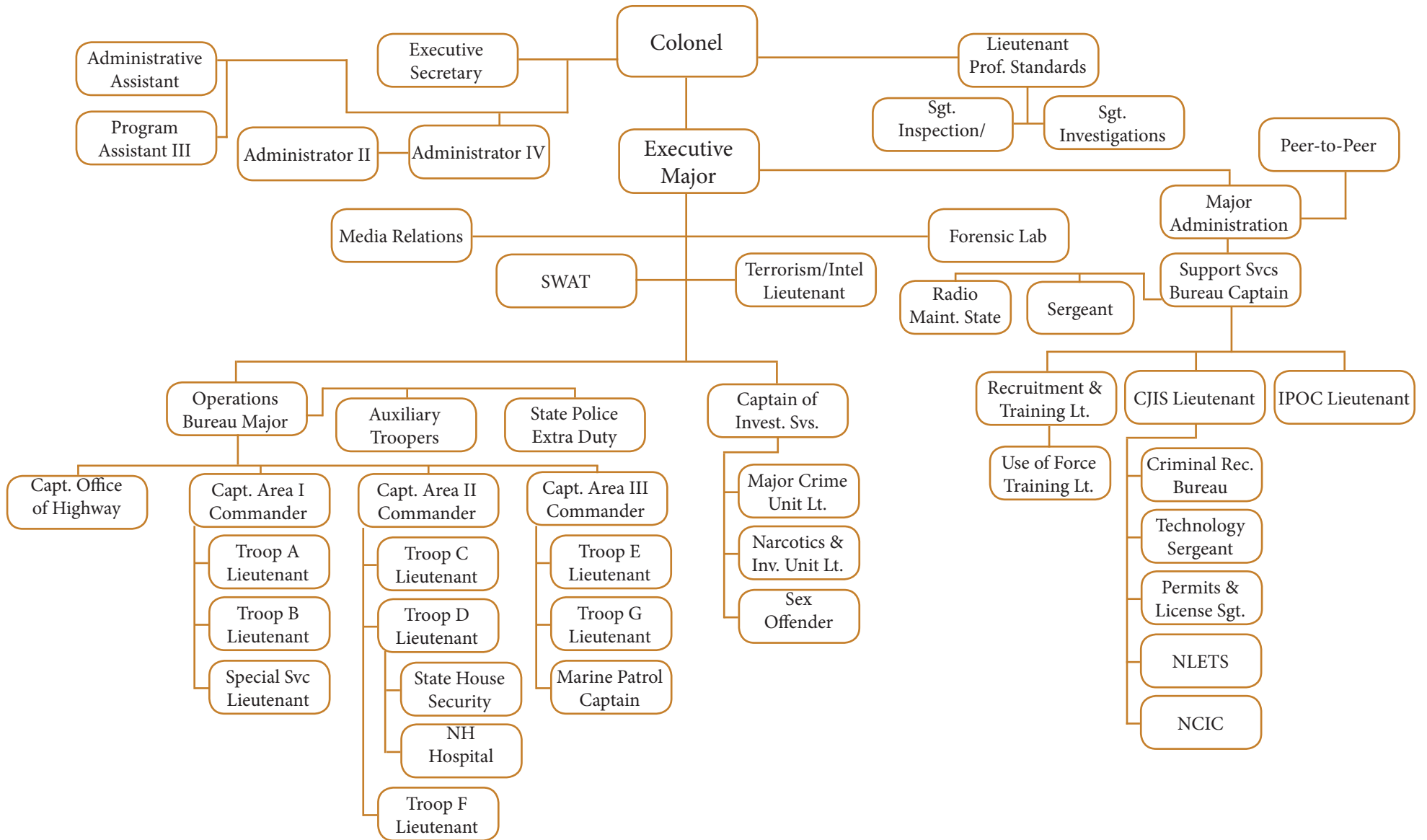
The Forensic Laboratory is nationally accredited by the Association of Crime Laboratory Directors - Laboratory Accreditation Board (ASCLD/LAB). The Forensic Laboratory is comprised of two main laboratory facilities - the Criminalistics Group and the Toxicology Group. Technical services currently offered 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.

Beginning in 2015, and concurrent with widely publicized increases in overdose deaths, the Forensic Laboratory began seeing samples submitted as suspected heroin that either contained fentanyl mixed in with the heroin or no heroin at all—just fentanyl and diluting materials. The number of suspected heroin cases actually containing fentanyl steadily increased throughout fiscal year 2016 to the extent that the lab is currently seeing one fentanyl case for every heroin case analyzed. The Forensic Laboratory is now documenting fentanyl in 50 percent of the cases where heroin is suspected. Neither police officers, nor the users, have any exact knowledge of what the small packets of white powder contain. While case activity continues to increase, the Forensic Laboratory staff has maintained the central mission of processing cases and providing analytical results of the highest quality to New Hampshire's law enforcement agencies.

The Professional Standards Unit of the Division of State Police is responsible for maintaining the Professional Standards of Conduct Manual; conducting administrative investigations regarding complaints made against division members, generated both internally and externally; and investigating and reviewing all use-of-force incidents and pursuits. The Professional Standards Unit is responsible for ensuring that all division members adhere to the laws of the State as well as the professional standards of conduct.

DIVISION OF STATE POLICE
ORGANIZATIONAL CHART



DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT



Director Perry E. Plummer

MISSION STATEMENT

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.

In fiscal year 2016, the Division of Homeland Security and Emergency Management...

- obtained \$6 million in public assistance grants from FEMA for local communities;
- activated the State Emergency Operations Center 39 times; and
- awarded close to \$2.4 million in grants from New Hampshire's

Emergency Management Performance Grant Program to the State, local governments, educational facilities, non-profit agencies and communication dispatch centers including:

- \$773,000 from New Hampshire's

Emergency Management Performance Grant Program to enhance school building security; and

- 131 grants averaging \$18,317.

DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

The Division of Homeland Security and Emergency Management (HSEM) is responsible for coordinating New Hampshire's response to major natural- or human-caused disasters. While HSEM leads the response to natural disasters, the Division takes a supporting role during public health emergencies or law enforcement incidents.

HSEM's staff of 42 full-time and 11 part-time employees forms the core of the State's emergency response organization and operates 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.

HSEM is organized into six functional areas: Administration, Operations, Planning, Technological Hazards, Field Services and Communications.

Administration includes the director, assistant director and financial administrators. Admin-

istration provides the overarching leadership and direction for the Division. By statute, the Director of Homeland Security and Emergency Management reports to both the Governor and the Commissioner of Safety.

The Operations Section monitors day-to-day incidents, activities and weather events within New Hampshire that could require a State response. The Section maintains and operates the State Emergency Operations Center (SEOC) with a staff of six full-time and four part-time employees. The SEOC serves as the command and control center for the State during an emer-



Police officers participating in a school active shooter tabletop exercise. During fiscal year 2016, Training and Exercises (T&E) was moved into the Operations Section, bringing with it the coordination and execution of all-hazards training across the State along with exercises ranging from hazardous materials incidents to active shooter scenarios.

gency and supports interagency coordination and statewide executive decision-making authorities.

In FY 2016, the SEOC was activated 39 times in response to disasters, special events, exercises or drills, including seven partial activations and three full activations. This SEOC activity included five incidents, nine exercises, 11 ESF meetings, three special events and three trainings.

The Operations Section is responsible for the Division's fleet vehicles, mobile communications, duty officer program, logistics, safety, Emergency Management Assistance Compact (EMAC), International EMAC, WebEOC, equipment inventory, posting and publishing the Emergency Support Function (ESF) roster, hosting the monthly ESF meetings in the SEOC and 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 depletion of their local resources. The ESFs 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 or disasters and to 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 SEOC and local, state and federal public safety entities and critical infrastructure partners.

During fiscal year 2016, Training and Exercises (T&E) was moved into the Operations Section, bringing with it the coordination and execution of all-hazards training across the State along with exercises ranging from hazardous materials incidents to active shooter scenarios. Using FEMA's Homeland Security Exercise and Evaluation Program (HSEEP) as the format, T&E has conducted many discussion and operations-based exercises in towns, schools and counties. In addition, T&E designed and deployed the State's first-ever Emergency Management Academy, focused on equipping local Emergency Management Directors (EMDs) and others involved in local emergency response with skills and resources.

The Technological Hazards Section is responsible for New Hampshire's Off-site Radiological Emergency Response Program. This Section is staffed by seven full-time employees and one part-time employee.

Its mission is to coordinate the efforts of federal, state and local governments with planning, training and exercise guidance and implementation dealing with radiological emergencies and maintaining strong relationships with the Seabrook Nuclear Power Station, the Portsmouth Naval Shipyard, the Federal Emergency Management Agency and the Nuclear Regulatory Commission.

Planning efforts include the integration of the local plans of the 17 communities surrounding Seabrook Station, the host communities of Manchester, Dover

and Rochester, and various state and local agencies. In addition, the Section is responsible for the financial management of assessments received from Seabrook for the state's off-site response capabilities.

The Radiological Instrumentation, Maintenance and Calibration (RIMC) Shop is a component of the Technological Hazards Section and provides for the maintenance and distribution for state-issued radiological monitoring equipment for the purpose of protecting New Hampshire emergency workers and citizens against the harmful effects of ionizing radiation.

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 Section is staffed with nine full-time employees and one part-time employee who serve the 234 New Hampshire communities.

Section representatives function as liaisons with local communities during activations of the State Emergency Operations Center. Section representatives establish and maintain communications with affected communities, pass along event-related information, and ensure resource requests are handled properly.

Program assistance and promotion is provided by the Field Services Section during normal operations through the support of agency programs and assistance to communities and other agencies with a variety of items.

Local Emergency Operations Plans (LEOPs) establish a framework for local governments to provide assistance in an expeditious manner to save lives and to protect property in the event of a disaster. The purpose of LEOPs is to facilitate the delivery of all types of emergency response activities and to help deal with the consequences of significant disasters. The LEOP's outline 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 and Individual Disaster Assistance is aid to state or local governments to pay part of the costs of rebuilding a community's damaged infrastructure. Public As-

sistance 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



HSEM's mascot, *Ready*, the Emergency Preparedness Chinook, gives students at Mill Brook School in Concord high fives after teaching them about emergency preparedness.

be covered in other ways.

The 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.

The Planning Section carries out three functions: Grants Management and Administration, School Emergency Readiness, and emergency management related planning. The Planning Section is staffed by seven full-time staff members and five part-time staff members. The staff performs criti-

cal administrative and management functions related to federal grants for hazard mitigation, assistance to local emergency management efforts, and disaster aid. The section staff also maintains numerous emergency plans for the State. The Section also operates an emergency planning program for New Hampshire schools and provides financial and technical support for exercises by state and local first responders. The Planning Section is responsible for the development and annual update of the State Emergency Operations Plan, Recovery Annex, Commodities Annex, State Hazard Mitigation Plan, the State's Preparedness Report (SPR) and the

Threat Hazard Identification and Risk Assessment (THIRA).

The National Preparedness Goal identifies and defines the five mission areas of prevention, protection, mitigation, response and recovery, and 32 associated core capabilities necessary to prepare for the specific types of threats and hazards posing the greatest risk to the nation. The THIRA is used to provide a methodology for identifying capability targets for each state.

The State Preparedness Report (SPR) is an annual self-assessment of state preparedness sent to the Federal Emergency Management Agency (FEMA). Currently,



ABOVE: A Concord police officer demonstrates the effectiveness of school safety glass with a variety of weapons. RIGHT: School administrators, school facility managers and HSEM staff inspect school safety glass after testing.

an SPR is required from any state or territory receiving federal preparedness assistance administered by the Department of Homeland Security (DHS).

The Planning Section manages six Federal disaster grants totaling \$40,636,132. The Division is currently working on a fire management disaster grant for fiscal year 2016 which will be in excess of \$100,000 in reimbursement for communities and state agencies for a forest fire in Stoddard, NH.

The Section's critical and administrative functions related to federal grants for hazard mitigation, assistance to local emergency management efforts, and disaster

aid are through the following grant programs: the Emergency Management Performance Grant (EMPG) Program; Public Assistance (PA) Disaster Program; Hazard Mitigation Assistance Programs, including the Pre-Disaster Mitigation (PDM), Flood Mitigation Assistance (FMA), and disaster based Hazard Mitigation Grant Program (HMGP); and the Hazardous Materials Emergency Preparedness (HMEP) Program.

The Emergency Management Performance Grant (EMPG) exists to assist state and local governments and other eligible agencies in preparing for all hazards. The EMPG Program has a 50 per-

cent federal and 50 percent local cost match (i.e., cash or in-kind) requirement. In fiscal 2016, the EMPG Program awarded close to \$2.4 million in grants to state agencies, local governments, educational facilities, non-profit agencies and communication dispatch centers, as well as critical sewer and water facilities..

New Hampshire awarded \$773,000 of the year's EMPG funds to enhance school building security. The purpose of these dedicated funds was for projects, including safety and security window film, surveillance and access control systems, classroom door locks, and to assist with the purchase and



installation of school emergency notification software for school and law enforcement devices.

There were 131 EMPG awards made during fiscal year 2016 and June 30, 2016, averaging approximately \$18,317 each.

Hazard mitigation is the effort to reduce the loss of life and property by lessening the impact of hazard events that usually cause disasters. Mitigation is accomplished through planning initiatives and the implementation of actions and projects. Planning allows communities and the State to determine hazards and their severity, analyze risks and vulnerabilities, as well as determine and develop strategies to lessen vulnerabilities and risks as identified. Successful planning allows for a strong foundation of actions and projects that will lessen the likelihood of disaster events, lessen the impacts of hazards, and create a more resilient community.

Hazard Mitigation is performed through two specific programs, the Hazard Mitigation Annual Program, and the Hazard Mitigation Grant Program.

The Hazard Mitigation Annual (HMA) Program consists of two types. The first is Pre-Disaster Mitigation (PDM). PDM is a 75/25 percent match that is utilized to help fund local community hazard mitigation plans, fluvial erosion plans, and climate adaptation plans. Currently the State of New Hampshire has 231

out of 234 communities with a Local Hazard Mitigation Plan. The second program under the HMA is the Flood Mitigation Annual Plan (FMA). FMA is also a minimum of a 75/25 percent match that assists with flood mitigation activities such as acquisition of property, elevation and drainage improvement projects.

The Hazard Mitigation Grant Program (HMGP) is directly derived from a presidentially declared disaster. HMGP funds are allocated by FEMA to the State based on 15 percent of the total of damages to public infrastructure from the disaster. Currently, the Hazard Mitigation Program has an estimated \$6.2 million in grant funds.

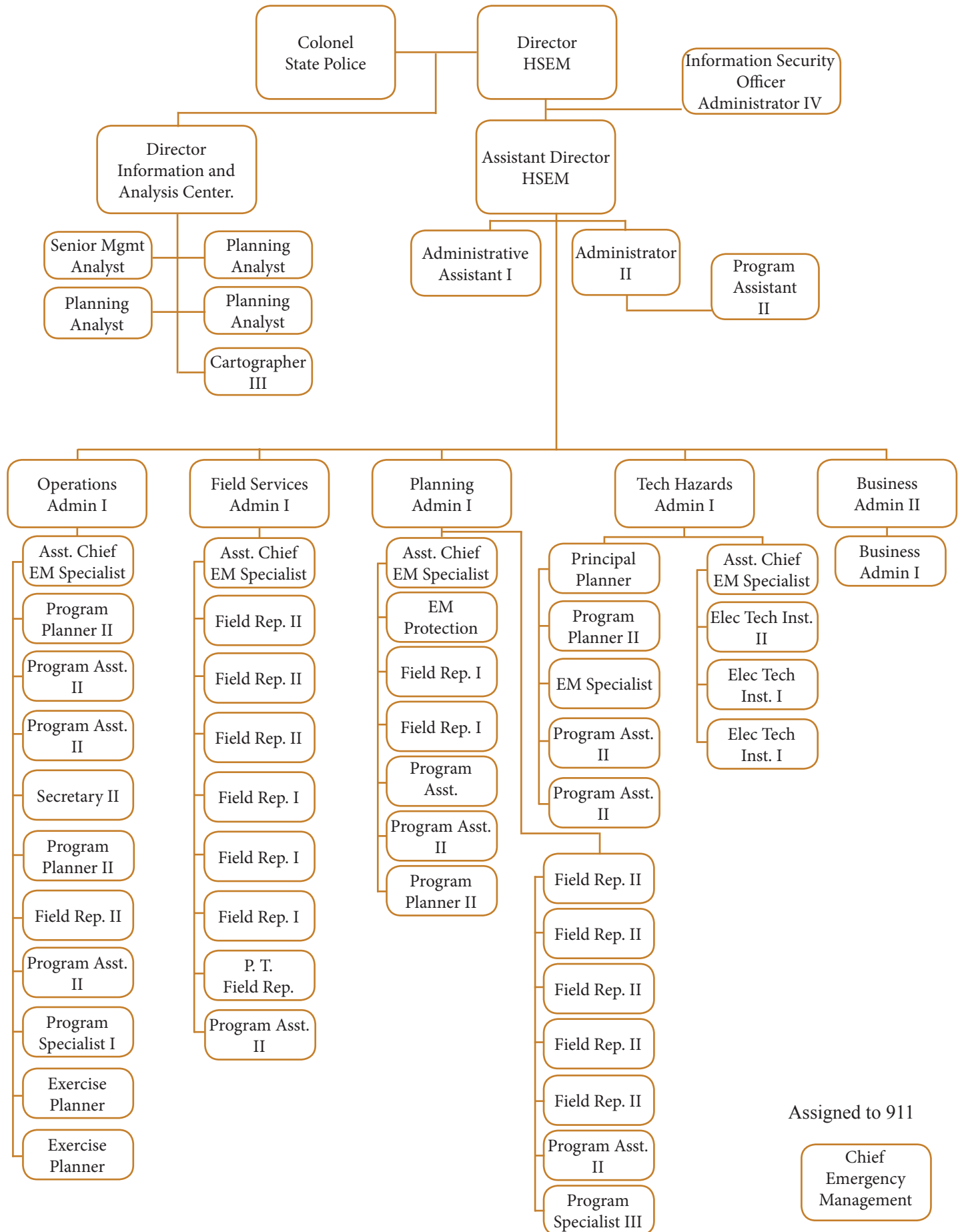
In this fiscal year, HSEM assumed the responsibility of managing the Hazardous Materials Emergency Preparedness (HMEP) Grant Program. This program provides funding for local and regional agencies to complete the following types of projects: Enhancing HazMat Plans, Planning Courses, Conferences/Meetings, Grant Management Equipment/Supplies, Commodity Flow Studies, and other HazMat Emergency Preparedness Projects as allowed. New Hampshire expects to receive \$111,322.00 for this current federal fiscal year.

The School Readiness Program conducted 137 elementary, middle, and high school security assessments in fiscal year 2016.

The staff has assisted school districts by teaching Incident Command System (ICS) and Emergency Operations Plan (EOP) development courses. This program has been working closely with the New Hampshire Department of Education, supported by a federal grant, to assist schools in developing effective EOPs. During the past fiscal year, this program has conducted five EOP development workshops around the State of New Hampshire, which provided training to representatives from 73 percent of the School Administrative Units (SAUs) in the State.

The Communications Section is responsible for functioning as the State Alternate Warning point for receiving and relaying alert and warning messages. These alerts and warnings can originate from the National Weather Service, nuclear power plants (i.e., Vermont Yankee or Seabrook Station), FEMA and other entities. The Communications Section is staffed by a section chief, but volunteer support is available through the New Hampshire Amateur Radio Emergency Services and the New Hampshire Telecommunications Emergency Response Team. The Communications Section also monitors public safety radio traffic and the operational status of the State's communications infrastructure.

DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT
ORGANIZATIONAL CHART



DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS



Director Bruce G. Cheney



MISSION STATEMENT

To serve as the communications link between the public and public safety agencies.

In fiscal year 2016, the Division of Emergency Services and Communications...

- processed 484,982 E9-1-1 calls consisting of approximately 77 percent wireless, 10 percent VoIP and 13 percent landline calls;
- performed 1,241 exigent requests for law enforcement;
- performed 792 requests for judges to issue emergency orders;
- located emergency sign language interpreters for law enforcement 24 times;
- provided quality assurance by reviewing 4,218 medical cases and 9,330 police and fire transfers with an average score of 98 percent;
- utilized teletype for the deaf (TTY) 8,473 times; and
- at 75 cents per active line per month, maintained an E9-1-1 telephone surcharge below the national average.

DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS

The Division of Emergency Services and Communications, under the leadership of Director Bruce Cheney, consists of the Bureau of Emergency Communications, which operates New Hampshire's Enhanced 9-1-1 Emergency System, along with affiliated mapping, technical, and administrative roles; the Bureau of Statewide Telecommunications, which provides the State's Voice over Internet Protocol (VoIP) telephone system; and the Bureau of State Police Communications Maintenance.

The Bureau of Emergency Communications (BEC) provides instant access to police, fire and emergency medical assistance from any wired, cellular or VoIP telephones in the State. The New Hampshire E9-1-1 System provides a nationally-accredited, state-of-the-art emergency service response to residents and visitors to the State. At 75 cents per active line per month, New Hampshire's E9-1-1 telephone surcharge remains below the national average. In fiscal year 2016, New Hampshire began collecting this surcharge from prepaid cell phone retailers.

The Administration Section is tasked with budget and financial transaction oversight, multi-facility and vehicle fleet maintenance, public relations, workforce development, human resources, projects and planning, general support of the Division's sections (i.e., PSAP, IT, Mapping/GIS, Special Projects, and State Police Communications Maintenance Bureau), and legislative interaction. Activities include

ordering, payment processing, inventory control, expenditure tracking, Governor and Council contract preparation, and various human resource functions.

Public relations includes graphics support for many division and department initiatives; media relations; Supplemental Automatic Location Information (ALI) database maintenance; conducting facility tours; outreach presentations to schools, civic groups, and public safety agencies; and a host of other communication projects such as Department Lean events. In fiscal year 2016, the section conducted 25 public outreach sessions with schools, civic organizations and other community groups.

Legislative support includes reviewing and making recommendations for administrative rule changes, responding to legislative service requests, and researching and testifying on behalf of the department on areas of E9-1-1 concern.

The maintenance staff oversees fleet and facility maintenance needs, including mechanical, safety, cleanliness, and aesthetics of the Laconia and Concord facilities, as well as sites such as the IPOC garage, which houses the Division's Incident Command vehicle and trailer, and remote sites where communication apparatus are located. The maintenance staff assures repairs and maintenance needs are up to date on all equipment, including generators, communication trailers, and vehicles that may be pressed into service on a moment's notice.

The Operations Section has two call centers, known as Public Safety Answering Points (PSAPs), located 26 miles apart and offering

redundant systems with robust reliability. These PSAPs are distant enough from one another to ensure survivability of one location in all but the most catastrophic situations. Should one facility become inoperable, all calls will be answered at the secondary facility.

The two PSAPs processed 484,982 9-1-1 calls in fiscal year 2016 consisting of approximately 77 percent wireless, 10 percent VoIP, and 13 percent landline calls. TTY was utilized 8,473 times, the majority for open lines. 'Text to 9-1-1' service was implemented in January 2015 and was utilized 365 times.

The Operations Section performs a large and growing number of functions and support services. In fiscal year 2016, Operations performed 1,241 exigent requests. Exigent circumstance subscriber requests occur when location and subscriber information, unavailable from the caller, are requested from a phone provider in a situation where immediate danger of death or serious bodily injury to any person exists. The PSAP supervisor enters the caller's phone number into an online database known as the Local Number Portability Enhanced Analytical Platform (LEAP). LEAP provides the name of the service provider who is then contacted for subscriber information. In the case of cellular phones, supervisors also request location information of the handset and last use. Prepaid cellular phones pose particular challenges. Often, the phones cannot be located by the provider and subscriber information may be fictitious or missing.

E9-1-1 also performed 792 judge requests in fiscal year 2016.

These are situations that arise outside of normal business hours where law enforcement requires access to a judge on an emergency basis. The Division is the primary after hours contact for the court system in many areas of the State.

Among the provided services, Operations also locates emergency sign language interpreters for law enforcement, the courts, hospitals, etc. Operations performed this service 17 times in fiscal year 2016.

When a hospital in southern New Hampshire goes on diversion status due to Emergency Depart-

ment saturation, the Division is the contact agency. Once contacted with the diversion request, section staff notifies a predetermined list of surrounding dispatch agencies and ambulance services that might bring patients to those hospitals. Each diversion request is good for three hours per the New Hampshire Hospital Association. If an extension is requested, a new round of phone calls is required. A round of phone calls is also required when the hospital comes off diversion status. The Division performed this service 31 times in fiscal year 2016.

The Division serves as the

contact point for emergency services requiring a foreign language interpreter. In order to facilitate those requests, the Division utilizes Language Line Services. This process was completed 1,159 times in fiscal year 2016 requesting 44 different languages. Spanish was requested the most at 679 times. Arabic and Nepali were the next closest with 80 and 69 calls respectively, followed by Mandarin with 47 requests and Swahili with 44 requests. The majority of the Division's interpreter requests were to process 9-1-1 calls, but many were to assist the emergency services



Recipients of the 9-1-1 Stork Club (left to right); EMD Dan Redin, EMD Cheryl Dubord, EMD Eric Cleverly and EMD Allison Reopel. Babies were born with the help of Emergency Medical Dispatch instruction.

community (i.e. local police departments, fire departments, etc.).

The statewide Emergency Notification System (ENS) was introduced in fiscal year 2012 to both PSAPs and the State. Designated town officials and E9-1-1 supervisors are able to generate a recorded telephone message, e-mail or text to a user-defined geographic area at the request of pre-authorized government officials in emergency situations. This system will automatically call and play a customized message for landline telephones and cellular phones that have subscribed to the service. In fiscal year 2016, the system was deployed 40 times.

Additionally, PSAP call records are maintained by the Division for a period of one year and may be requested by public safety agencies, the legal system, and the public. Once the appropriate paperwork has been filed, the audio recording is prepared and copied to compact disc. In fiscal year 2016, the Division received 971 requests for PSAP call records.

The Quality Assurance Team reviewed 4,218 medical calls in fiscal year 2016. The supervisors reviewed 9,330 police and fire transfers with an average score of 99.58 percent. Transfer times from cellular phones averaged 39.1 seconds and transfer times from landline phones averaged 23.9 seconds.

The Training Unit conducted three 16-week classes for new hires along with one 24-hour Communications Training Officer Certification class during fiscal year 2016. Local dispatch agencies were among those who attended those sessions. There were 56 monthly continuing education programs offered for all shifts in both PSAPs.

As a result of the computer, classroom, and PRO QA training, the Division rolled out a new version of National Emergency Medical Dispatch (EMD). Approximately 22 people also took an updated version of their APCO Public Safety Telecommunicator I (version 7) class.

In April of 2016, the Division attended the New Hampshire Emergency Dispatchers Association (NHEDA) Annual Training Conference. Presentations were given by division staff during the event to highlight the Division's critical functions and the newest evolution of the protocol. The Bureau's 2015 EMD of the Year also attended the conference.

The Data Operations Support Section is comprised of three different units dedicated primarily to the maintenance of the E9-1-1 Telephone Automatic Location Information (ALI) Database and the E9-1-1 Geographic Information System (GIS) Database. These two databases are mission critical to the operation of E9-1-1, especially in locating cellular calls and are essential for the migration to Next Generation 9-1-1 (NG9-1-1). They are also 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 the units.

Since 1994, the Mapping Unit of the Data Operations Support Section has utilized Global Positioning System (GPS) 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 this agency to provide accurate location information for wireless Phase II locations. Phase II allows 9-1-1 call takers to receive both the caller's wireless phone number and their location information. The call is routed to a call center based on a cell site, sector, or caller location information.

The E9-1-1 GIS database currently contains more than 592,000 locations of addressable attributes such as houses, businesses, hospitals, police stations, fire stations, campgrounds, etc. In fiscal year 2016, the Data Operations Support Section added more than 64,000 points to the database bringing the total number of fully collected cities, towns and unincorporated areas up to 243. This data now includes highly detailed information for all multi-tenant structures in the State. Next Generation (NG) 9-1-1 standards dictate that there is one GIS site feature for each address and that it has a sub-address component that includes designations such as unit, apartment and suite. Currently, the Division has collected this NG9-1-1 detailed address information in 180 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, and has made great strides to that end.

The Database Unit maintains the ALI Database and works 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 fiscal year 2016, the Database Unit processed over 4,700 service order files for a total of over 425,000 individual transactions.

Together, the Mapping and Database Units have been preparing to maintain and support a critical NG9-1-1 component called the Emergency Service Routing Function and Location Validation Function (ECRF/LVF). The ECRF/LVF is a server that stores all of the GIS data and performs two main functions: determine the correct dispatch center to route a live 9-1-1 call to, and validate the address location of a fixed-location telephone when it is added or changed in the provider database. The ECRF/LVF can validate not just community name and road name, as is done today, but also a specific address and even a sub-address, such as 'Apartment 1'. The ECRF/LVF is critical to NG9-1-1, and Data Operations will need to create new workflows to support the same level of service and correction that it provides for ALI discrepancies and telephone number database issues today.

The Community Relations Unit is responsible for maintaining relationships with local officials at 234 municipalities and 80 local dispatch centers. Division representatives work on various projects

such as GIS data collections, ALI discrepancy resolutions, address conversions, and data quality assurance and quality control procedures. All interactions from the Division to local officials are directed through these representatives.

All three units continue to assist in the management and implementation of the statewide Emergency Notification System (ENS). Utilizing data from the GIS and ALI databases, the Division operates an emergency alerting system that is available to every municipality in the State. Authorized officials have the ability to send out geographically targeted emergency messages either by calling a PSAP supervisor to initiate a message, or by applying for access to the system and logging in directly. The DESC not only maintains this system, but also provides training classes on a regular basis and assists end users with troubleshooting any issues regarding accessing the site. To date, 112 municipalities have signed up for the system.

The School Statewide Telephony Emergency Preparedness (S.T.E.P.) mapping project, which produced a consistent, multi-scale paper and digital map set of each of the 485 public schools in New Hampshire during fiscal year 2013, continues to be maintained as part of Governor Hassan's School Safety and Security Initiative. Map sets were distributed to local emergency response agencies and the data is constantly refreshed in order to capture changes to school building footprints. In fiscal year 2016, the Mapping and Database Unit worked with the University of New Hampshire's GIS/mapping staff to create maps of all of the university's emergency response zones.

The Division is now reaching out to private elementary and secondary schools, colleges and universities, and companies and organizations with multi-line telephone systems (MLTS) in an effort to obtain similar data for these types of institutions. Some schools and multi-line phone systems require the user to enter a personal code or to dial "9" or another digit to access an outside line before calling 9-1-1, creating confusion or delays. In other situations, MLTS is used for multiple buildings with different addresses, even ones that are separated by a large distance, meaning that responders can be sent to the entirely wrong address. Multi-line phone systems should be configured to provide accurate location information so emergency response services can be dispatched to the specific location of the device. Emergency response delays can result when emergency callers are unable to provide their specific location within a large building or complex to the 9-1-1 dispatcher, either because they are unaware of the exact location or because they are physically unable to convey the information.

The Technical Support Section's primary function is to maintain and support the Enhanced 9-1-1 call centers along with the 71 remote ANI/ALI workstations deployed over the Carrier over Ethernet (CoE) WAN, which connects to a majority of New Hampshire's 24/7 dispatch agencies. In addition, the Technical Support Section is responsible for support of the administrative LANs, coordination with all vendors, support of building access systems, and coordination with municipalities regarding pertinent Enhanced 9-1-1 system informa-

tion such as Emergency Service Numbers (ESN). Responsibilities include support of the ESF-2 function and the communications role of Emergency Management, which includes internal systems as well as two Public Safety Mobile Command vehicles.

During fiscal year 2016, the section completed the RFP processes for NG9-1-1 network and NG9-1-1 Customer Premise Equipment (CPE); successfully changed the 9-1-1 call delivery and transfer networks from Fairpoint to the new network provider, INdigital; began construction of the new CPE; migrated additional systems in to the virtual server environment; upgraded medical dispatch software; continued the changing of our network infrastructure and migration of internal

networks; and continued to upgrade our system's backup solutions. Finally, in fiscal year 2016, the last wireless carrier completed the "go-live" for its text messaging solution.

In addition to daily support requests from both inside and outside the agency, some of the major projects completed include:

Upgraded Medical Dispatch Software – The section completed upgrades to the internal and remote dispatch center systems supporting the Medical Priorities software and Valor CAD software. This upgrade enabled the Division to reduce the cost of licensing by altering the design of the Valor CAD software to take advantage of changes to the medical dispatch software. The section also implemented new systems to

support the implementation of the National "Q" service. This service enables Medical Priorities to remotely access data and to perform quality assurance review of medical dispatch cases required for accreditation. The National "Q" portion of the project is not yet completed.

System Virtualization - During fiscal year 2016, the Division further advanced the deployment of virtualized systems taking older systems offline and rolling those systems into the virtualized environment. Additional equipment and licenses were purchased and implemented, adding robust functionality. The Division continues to see increased benefits from this conversion including, but not limited to, additional survivability, performance increases,



Assistant Commissioner Kevin P. O'Brien (right) and Director of Emergency Services and Communications Bruce Cheney (left) present Jennifer Huckins (center) with the Emergency Medical Dispatcher of the Year award.

consolidated management, reduced power consumption and an extended equipment use cycle.

Completed ‘Text to 9-1-1’ Deployment Phase 1 - the Division coordinated with Telecommunications Systems, Inc., to set up and configure a system for SMS text handling called GEM911 to be utilized in both the Laconia and Concord PSAPs. The section coordinated testing of the system with Intrado, the Text Control Center for go-live with SMS texting of emergency service requests to 9-1-1 from US Cellular. The Division has now activated with all major wireless carriers providing service in New Hampshire. Phase two will include integrating the texting solution with the call-taking software rather than a disparate solution. Some other possibilities for future enhancement include the ability to transfer text to local dispatch agencies, as well as possibly receiving multimedia, depending on creation of future industry NG standards.

Request for Proposals (RFP) - During fiscal 2015, the Division submitted two RFPs to acquire systems for supporting the future of 9-1-1 emergency service requests and calls. One of the RFPs was for the networks necessary to deliver 9-1-1 emergency service requests and calls and the eventual transfer to local agencies using today’s call-handling systems and the possible future or Next Generation (NG) system. The network contract was due to expire in October of 2015. The RFP was completed and a contract was awarded to INdigital, an Indiana-based telecommunications company. The systems were migrated on time and without disruption to call processing. The second RFP was for a NG9-

1-1 compliant system to replace the current ‘end of life’ call-handling systems or Customer Premise Equipment (CPE). This system will be designed to meet currently established NG9-1-1 standards as well as for standards still not yet established by the industry. This RFP process was completed with a contract awarded to a New Hampshire-based company in March 2016. The implementation of this project has begun but is not yet completed.

Moving into fiscal year 2017, the section will complete the CPE deployment. We will continue to harden and further utilize our virtualized environment, upgrade our electronic mail system, and look to further enhance the ‘Text-to-9-1-1’ service.

The Special Projects & NH VIEWW Section collects geographic data throughout the state to support the delivery of emergency services at the regional and local levels. The unit 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 EMDs to accurately locate wireless E9-1-1 calls for processing to the local public safety dispatch centers. The unit maintains an inventory of comprehensive maps for the PSAP and local dispatch centers that includes highway reference maps, high incident areas such as Lake Winnepesaukee, popular recreation areas in the White Mountain National Forest, and off-highway recreational vehicle (OHRV) maps.

The Unit maintains location verification 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 E9-1-1 call. This is an ongoing task as new cellular towers are installed and updated 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. These comprehensive maps assist both Emergency Medical Dispatchers in locating callers using E9-1-1, as well as the local dispatch and response agencies in directing appropriate resources to the scene of incidents. They have also proven to be a valuable resource for emergency planning and preparation activities.

Each year the section revises special event map products and data sets for events such as NASCAR races, Motorcycle Week and other events that draw large crowds. During fiscal year 2016, this service was expanded to other large public gatherings and events throughout the state.

The Section continues its works with the New Hampshire Trails Bureau to maintain accurate snowmobile trails which are now part of an annual update process in Coos, Grafton and Carroll counties. Our cooperative work in this fiscal year brought us to Belknap and Merrimack counties. There are now more than 1,000 trail junctions and many other important locations such as 24-hour accessible wired phones, emergency helicopter landing zones, and landmarks that

continue to be addressed according to E9-1-1 addressing standards and added to the geographic database. The use of all-terrain vehicles (ATVs) is increasing. The 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 to reduce confusion among first responders.

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

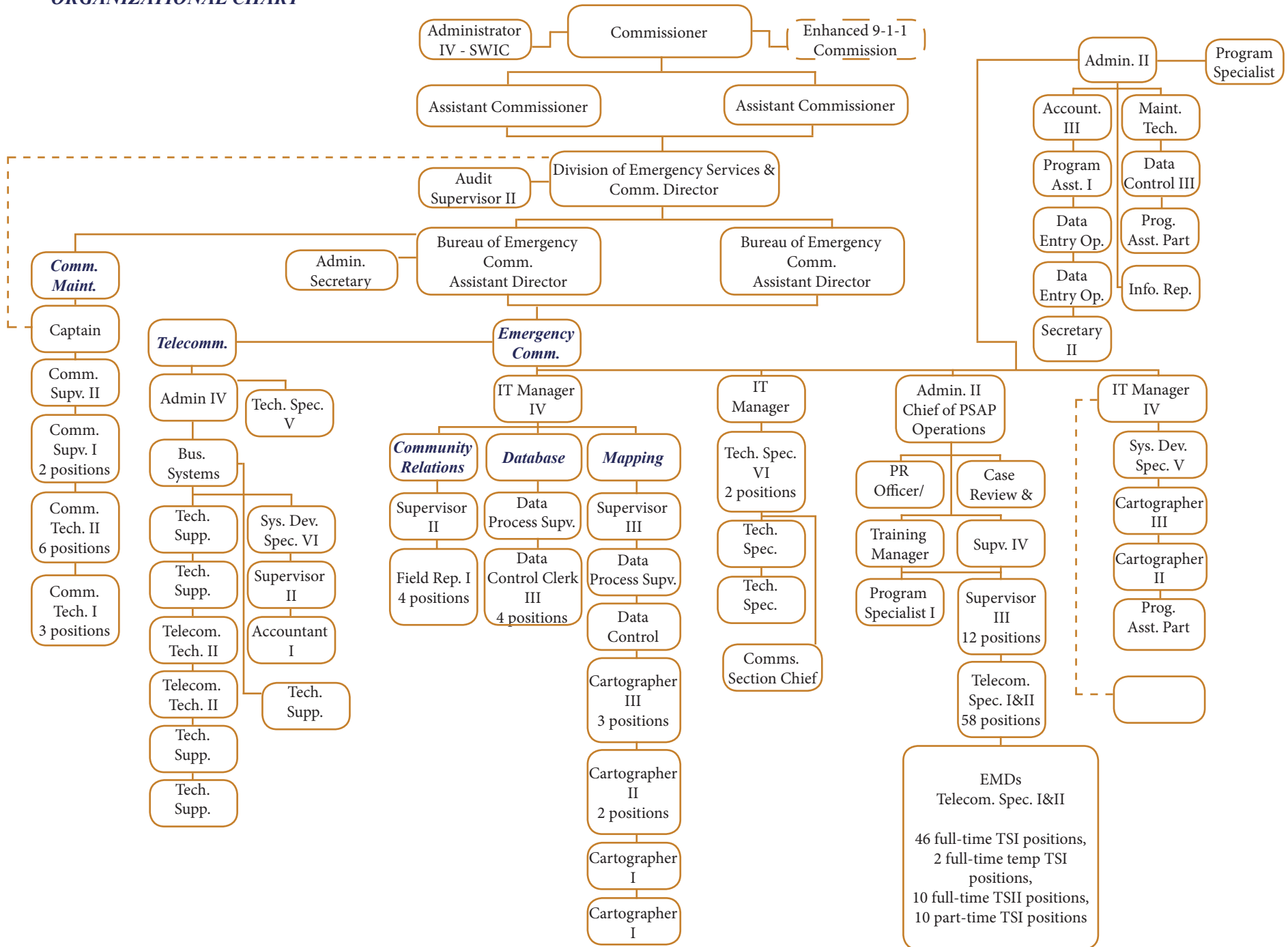
The Section also continues to assist the divisions within the Department of Safety with digital and paper displays of response-relevant data during Emergency Operation Center (EOC) activations or smaller, more time-sensitive issues or incidents throughout the state. The unit also provides a geographical situational awareness function during those activations in addition to a sustained mapping effort. In cooperation with HSEM, the section began the embedded support of GIS in the New Hampshire Information and Analysis Center where the continued efforts of the Division are leveraged to support day-to-day public safety issues as well as geographically-based analytical products for all public safety stakeholders.

The Section continues to develop New Hampshire Visual Information and Emergency Watch Web (NHVIEWWW), a web-based interactive mapping interface. In

addition to continued deployment across the Department of Safety, NHVIEWWW has been deployed to New Hampshire National Guard and continues to support the geographic display of statewide hazard mitigation related data highlighted in the Governor's Institute for Community Design in fiscal year 2015. NHVIEWWW leverages substantial geographic data collected and maintained by the Division to answer the question, "Where?" It contains the foundations for reporting and notification to identified public safety groups for increased situational awareness. The system incorporates tools for public safety officials to use for planning and response purposes. The NHVIEWWW platform is also allowing agencies to share and maintain geographic data for daily operational use through a single map interface.

DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS

ORGANIZATIONAL CHART



DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES



Director Deborah A. Pendergast

MISSION STATEMENT

We are committed to training, educating and certifying emergency and community responders to protect the citizens and visitors of New Hampshire.

In fiscal year 2016, the Division of Fire Standards & Training and Emergency Medical Services...

- established and maintained 30 HeartSafe Communities with Automated External Defibrillation devices in published, fixed locations;
- received a new Federal Firefighters' Grant, making it possible to purchase training materials for firefighters and EMTs; and
- experienced a continued demand for sign-ups for various classes at the Richard M. Flynn Fire Academy and increased usage of the Raymond S. Burton Training Facility in Bethlehem, NH.

DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

The Division of Fire Standards and Training & Emergency Medical Services is focused on ensuring accessible, high quality and cutting edge training to more than 10,000 municipal, volunteer, and on-call fire and EMS responders statewide. The Division continually researches best practices and ways to improve the comprehensive statewide EMS system thus ensuring the highest quality of out-of-hospital emergency medical care for everyone within the State. This process of continual review and improvement ultimately lowers costs and saves lives.

Since October 2013, Director Deborah Pendergast has led the Division. The Division is comprised of two major functional bureaus, the Bureau of Fire Training and Administration and the Bureau of Emergency Medical Services. These Bureaus are linked together by their service to the citizens of this State by keeping New Hampshire's citizens, visitors and emergency providers safe.

The North Country Raymond S. Burton Fire and EMS Training Facility opened in August of 2014. The facility has a burn building, a 50-seat classroom, a smaller classroom, a room for practical evolutions, and a small office maintained by the site Captain. Two bathroom facilities with fixtures donated by local businesses complete the renovations. Highlights for the North Country training facility include:

- 148 reservations representing over 800 hours serving hundreds of first responders and civilians;

- Use of the facility by Municipalities, including the fire departments of Littleton, Twin Mountain, Bethlehem, Sugar Hill, Franconia, Lancaster, Gorham, Jackson, Lincoln, Campton-Thornton, Woodstock, and Lisbon; and

- Other use of the facility by other organizations, including the NH Fire Academy, the NH Fire Marshal's Office, NH Homeland Security and Emergency Management, NH Telecommunicator Emergency Response Taskforce, the NH Clean Energy Group, Littleton Regional Hospital, NH Federation of Forest Fire Wardens, and the NH Federation of Mutual Aid Districts.

The Division's budget for fiscal year 2016 was \$7,014,085, a one percent reduction of the FY2015 budget. The Division does not use general funds or tax dollars as part of its budget. The Division is funded through a fee charged to insurance companies for motor vehicle records. The fee provides all of the funding for this Division, the Fire Marshal's Office, and a percentage of the Division of Homeland Security and Emergency Management's budget.

Course and Program Evaluations and Audits are used to ensure all programs conducted or overseen by the Division are of the highest quality possible and meet the recommended standards. The Peer Review and Auditing Program has been expanded with numerous audits conducted statewide for both Fire and EMS classes. Although these are time consuming, they are vital in ensuring that students re-

ceive the highest possible level of education.

The Bureau of Fire Training and Administration oversees all New Hampshire fire and rescue certifications and training programs, both on-site and in the field. This Bureau also oversees all support services required to fulfill our mission, including clerical services, facility upgrades, general maintenance, and maintenance of a transcript database.

Training programs span all 10 counties, with approximately 65 percent of the program occurring in the field and the remaining 35 percent held at the Division's campus in Concord.

Fire Fighter Entry Level Testing Procedures are conducted by the Division and the results are used by fire departments throughout the State. Candidate testing indicates a candidate's ability to learn the basic skills of fire training and education. The testing includes a general knowledge written test to measure a candidate's ability to read, comprehend, and solve simple math and technical problems. Following a written exam, a candidate must pass the nationally recognized Candidate Physical Ability Test (CPAT). 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 tasks that are highly relevant skill sets for firefighting.

Enrollment to compete in this testing process continues to be high, 300 people signed up for this year's exam, an overall 13 percent decrease compared to the number of candidates last year. Fiscal year 2016 saw a 10 percent increase in females (i.e. from 10 to 11 females)

and a 35 percent increase in paramedics (i.e. from 23 to 31). Once a candidate has passed both the written and physical agility tests, candidate contact information and scores are placed on a statewide list. Overall, there was a 4 percent increase of Firefighter II with EMT certifications on the list. This list is distributed to all participating fire departments in New Hampshire. This program is funded by the \$150 testing fee assessed to each

candidate.

Federal Grant Funding

This year, the Division was awarded the Assistance to Firefighters Grant (AFG) by the Department of Homeland Security. It is intended to enhance the safety of the public and firefighters regarding fire and fire-related hazards. The grants are awarded directly to fire and EMS organizations that are unaffiliated with a hospital to enhance their ability to protect the health and

safety of the public as well as first responder personnel.

Grants are available for: (1) operations and safety, including firefighter training, firefighter equipment, firefighter personal protective equipment (PPE), firefighter wellness and fitness and modifications to fire stations and facilities; (2) new vehicles and custom or stock AFG Program vehicles; and (3) large-scale projects on behalf of regional entities and other



Students attending training on proper self-contained breathing apparatus (SCBA) utilization and search and rescue techniques.



Students participate in a controlled burn during a Wildland Firefighter training program.

AFG eligible partners.

Last year, the AFG was used to purchase an ambulance, four thermal imaging cameras, two smoke generators, 42 sets of personal protective equipment, and an adult female fire/EMS mannequin for a total of \$237,000. A number of props and other upgrades to the facilities were made. The dorms and

classrooms had much needed upgrades to the HVAC system, mold remediation, bedding replacement, and new paint and ceiling tiles. Upgrades and repairs were made to the Class B fire training building and the HVAC in the administration building.

The Division continues to work with our FAA liaison, the

Aeronautical Division of DOT, to obtain federal funding for repairs to our Aircraft Crash Rescue Facility and props. Our Aircraft Crash Rescue Facility is one of only two in the Northeast and is crucial to the training needs of many airports and municipalities.

This year the award was \$439,824 with a FEMA share of

\$382,456.

Pursuant to RSA 14:30-a, VI, the Division of Fire Standards and Training and Emergency Medical Services was authorized to accept and expend funds from the Federal Emergency Management Agency and entitled Assistance for Firefighters in the amount of \$363,720 for the purchase of a power cot stretcher, air compressor, propane fired training simulators, 15 lead EKG monitors, trauma mannequin simulator, and personal protective equipment. This is effective upon the Governor and Council approval through June 30, 2017. These items were purchased with 100 percent federal funds.

This equipment has replaced old, worn equipment and enhanced our current training capabilities.

The Fire Academy continued to offer specific technical rescue courses, including Rescue Skills, Rescue Systems I, Technical Trench Rescue, Technical Rope Rescue Operations, Technical Confined Space Rescue, and Swift Water Rescue. We continue to receive federal training grant funding to keep these program offerings in the State.

The New Hampshire Fire Academy became a licensee of the new International Association of Fire Fighters (IAFF) Fire 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 the many needed programs in a short time frame.

Emergency Medical Services is focused on ensuring accessible, high quality and cutting edge training to more than 8,000 municipal, volunteer, and on-call fire and EMS responders statewide. The Division continually researches best practices and ways to improve the comprehensive statewide EMS system thus ensuring the highest quality of out-of-hospital emergency medical care for everyone within the State. This process of continual review and improvement saves lives.

The Bureau of Emergency Medical Services is responsible for the coordination of emergency medical and trauma services which includes managing the training, testing, and licensing of EMS providers, units, instructors, training agencies, EMS dispatchers, and EMS vehicles, including wheelchair vans. The Bureau is also responsible for establishing data collection and analysis capability and the performance of administrative investigations of licensees. Activity within the Bureau continues to increase.

The Trauma and EMS Information System (TEMSIS) is a statewide electronic patient care record system that provides a critical record keeping service. This system is a secure, web based, mandatory electronic reporting system that is provided free of charge to every licensed EMS service in New Hampshire. 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. This year, there were 295 New Hampshire EMS services with more than 5,300 EMS providers who entered 226,257 EMS incident records. Currently, there are nearly 2 million records logged in the system.

The New Hampshire Trauma System is managed by the Bureau of EMS. in collaboration with system leadership from the Trauma Medical Review Committee (TMRC). Hospitals, ambulance services, and first responder groups throughout the State work alongside the system's leadership to meet and exceed standards set forth for trauma care. This year, our system participated in a voluntary assessment of our capabilities by the American College of Surgeons (ACS). The report will assist in setting the future goals and direction of the system.

New Hampshire currently recognizes four levels of hospital assignment within the trauma system, American College of Surgeon's Levels I and II and New Hampshire's Level III and IV to those actively participating in the system. Members of the TMRC and the New Hampshire Bureau of EMS (NHBEMS) work together, along with participating hospitals to continuously improve the delivery of care to seriously injured persons in New Hampshire. The program continues to be successful and there are 11 hospitals with current Trauma Level designations. This includes one Level I designation, three Level II designations, six Level III designations, and one Level IV designation. The committee works with many other hospitals in various stages of the process

and has committed to reengaging all New Hampshire Hospitals for formal participation in the New Hampshire Trauma System.

The New Hampshire Patient Care Protocols provide all EMS providers with medical direction. These protocols are living documents developed and drafted by the Protocol Committee of the New Hampshire Emergency Medical Services Medical Control Board in collaboration with the Bureau of EMS. Keeping these protocols up-to-date and relevant takes continuous time and effort. At the option of the Bureau of EMS and the Medical Control Board, the protocols can be edited and updated at any time. However, they are formally reviewed, edited, and released every two years. The next edition is scheduled for release in 2017.

The Automated External Defibrillation (AED) Project is one of the Bureau of Emergency Medical Services' most successful projects. AED devices are known to significantly improve the chance of survival in a patient experiencing a cardiac arrest. 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.

Therefore, one of NHBEMS many goals is to increase accessibility to AEDs in all sections of the State. Today, 230 of 234 State municipalities (98.2 percent) have AEDs available. The Bureau continues to encourage Ellsworth, Hart's Location, Lyman, and Orange to be added to the NH AED Registry.

The New Hampshire AED Registry is a database created to record the fixed locations of AEDs in New Hampshire. This registry is a collaborative effort between an AED purchaser and the Bureau. The AED Registry assists in contacting AED owners in the event of device recalls and providing updated AED-related information.

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 provides the New Hampshire Division of Emergency Communications (NH 9-1-1) with the AED location information for inclusion in their call

Students learning principles of advanced trauma care and airway management.





A Fire Academy student learns the techniques of high angle rescue.

screen database. When the 9-1-1 Emergency Medical Dispatcher (EMD) receives an emergency call from the assigned phone number, this system prompts the EMD to tell the caller about the location of the AED if the emergency is a potential cardiac arrest. There are currently 3,643 AEDs registered throughout the State.

The Bureau also teamed up with the New Hampshire 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 AEDs statewide. To date, there are 30 HeartSafe Communities in the State, a 25 percent increase over the last fiscal year, and another 14 communities are

working on the process to be a part of the program.

New EMS Bureau Initiatives continue in several areas:

(a) The National Continuing Competency Program. This is an active program with the National Registry of EMTs to reduce the number of recertification hours needed by EMTs focusing on competencies for recertification. An advantage of this program is more control over the content topics for recertification. The goal of this program is to focus on competencies in key concept areas rather than simply sitting for a certain number of hours. This is very similar to the refresher-by-continuing-education option already accepted in the State.

(b) The Mobile Integrated

Health (Community Paramedicine) Project. This project is intended to provide integrated health care which fills gaps in the health care system. This includes the NH Bureau of EMS developing plans and programs for local EMS agencies to make non-emergency visits, the initiation of prevention programs, and coordinating referrals in addition to the traditional service of emergency patient transport.

This model could make the change from hospital to home easier and more convenient. By collaborating with hospitals, we would be able to provide home visits that are potentially not covered by traditional homecare, monitor patients’ medications and weight, and coordinate with their primary care physician. This could be an ideal ser-

vice growth as many fire and EMS departments have required levels of training and are well integrated into the community.

As integrated service providers the local EMS responders are with their potential patients where they live and work on a daily basis. This provides an excellent opportunity to evaluate environmental impacts on patients, particularly those in rural environments.

This service approach has many advantages for residents and for the service agencies who can adapt. However, there are challenges to the change in approach. While great efficiencies and quality of service can be experienced in terms of urgent care, preventative care, or primary care assuring that it is available in the rural and urban/suburban areas of the state, this model still presents logistic and financial challenges.

Another challenge will be the cost of resources needed to provide these services. In some cases, they may be paid for by the hospital coordinating the services. However, at this time, there is no allowance for someone EMS treats on site, only when they transport them to an emergency room.

The fact that residents see relevant value to EMS being better educated and better trained has resulted in a demand that EMS is a greater partner in the healthcare system and not just transportation.

As of July 2016, three programs have been approved in the State. The municipalities of Rochester, Somersworth and Manchester have initiated programs for local EMS agencies to provide care in a different way, initiate prevention programs, and coordinate patient care in addition to providing

the traditional service of patient transport.

(c) Ahead of a Challenge.

On February 22, 2015, the New Hampshire Sunday News published a Reuters article titled, "Too few heart attack patients get aspirin on the way to hospital."

Referencing a study published in the February issue of Emergency Medicine Journal, the author wrote that "about half of patients in the United States don't get this potentially lifesaving treatment."

The New Hampshire Bureau of Emergency Medical Services identified this issue in 2011. The Bureau found that only about 30 percent of patients with cardiac chest pain had documented aspirin administration. The question was, did patients actually not get aspirin or was it simply not recorded properly? The Bureau found that the data resulted primarily from how and when the aspirin was recorded, rather than lack of treatment by EMS providers.

In New Hampshire, heart attack patients typically call for an ambulance using the E911 system. As part of the State's EMS system, operators are trained in a national protocol to advise callers to take aspirin in the same circumstances paramedics use to administer aspirin. However, since EMS providers did not directly administer the aspirin, they had not been recording that patients actually had received aspirin.

By October 2014, a comprehensive improvement plan was developed. The plan included communicating the recording standards and monthly progress directly to every EMS provider and service, reviewing every EMS report when

aspirin was not recorded, reporting results regularly to the EMS Medical Control and Coordinating Boards, and providing online education.

Through the first quarter of 2015, this focused effort showed results: a recorded administration rate of aspirin to 85 percent for NH patients with an emergency cardiac event.

New Hampshire is known nationally as a leader for our EMS system. The efforts and excellent care by our EMS providers, services and E911 call takers continues to support that reputation.

(d) Naloxone (Narcan)

Project. This is a high priority program through which NHBEMS works closely with the Governor's Office and her Task Force. The training program was created so that all levels of emergency medical responders and responding police officers have access to the training for this potentially life-saving drug in the face of the narcotic public health emergency. To date, all Emergency Medical Responders (EMR), EMTs, Advanced EMTs, and Paramedics can now administer Narcan in the field, in addition to 91 licensed police officers.

(e) Active Shooter Protocol Project.

A task force was formed and has implemented a program giving additional training and equipment that allows our EMTs and Paramedics to enter the "warm zone" in active shooter situations. A best practice document and awareness level training was created and is accessible online.

The Bureau of Fire Training and Administration is reviewing new programs and initiatives:

(a) Rail Car Project. The

Bureau has acquired a propane rail car from Nashua Fire. With donated assistance from the Propane Gas Association of New England, the rail car will be transported to the Academy drill yard to be used as a training prop. In addition, with assistance from an AFG grant for propane props, the NEPGA has agreed to work with the Academy on upgrading the propane prop area in the drill yard. This will include such props as the dumpster, vehicles, pressurized vessels, underground vessels, pipelines and a leaking propane truck. These enhancements will improve the experience for hazmat, technical rescue, and mass casualty scenarios.

(b) Instructor Development Project. The effort by staff of both bureaus to update our training, mentor, and hire staff instructors processes ensures we develop and hire only the most capable,

knowledgeable and appropriate educators to educate our students. This effort, while complete at this time, is an ongoing process that looks to continuous improvement of our instructor staff.

(c) LEAN training events. Our staff and management continue to attend LEAN training events. The Division has implemented the LEAN process and philosophy and relies on this continuous improvement culture to help streamline how we do business.

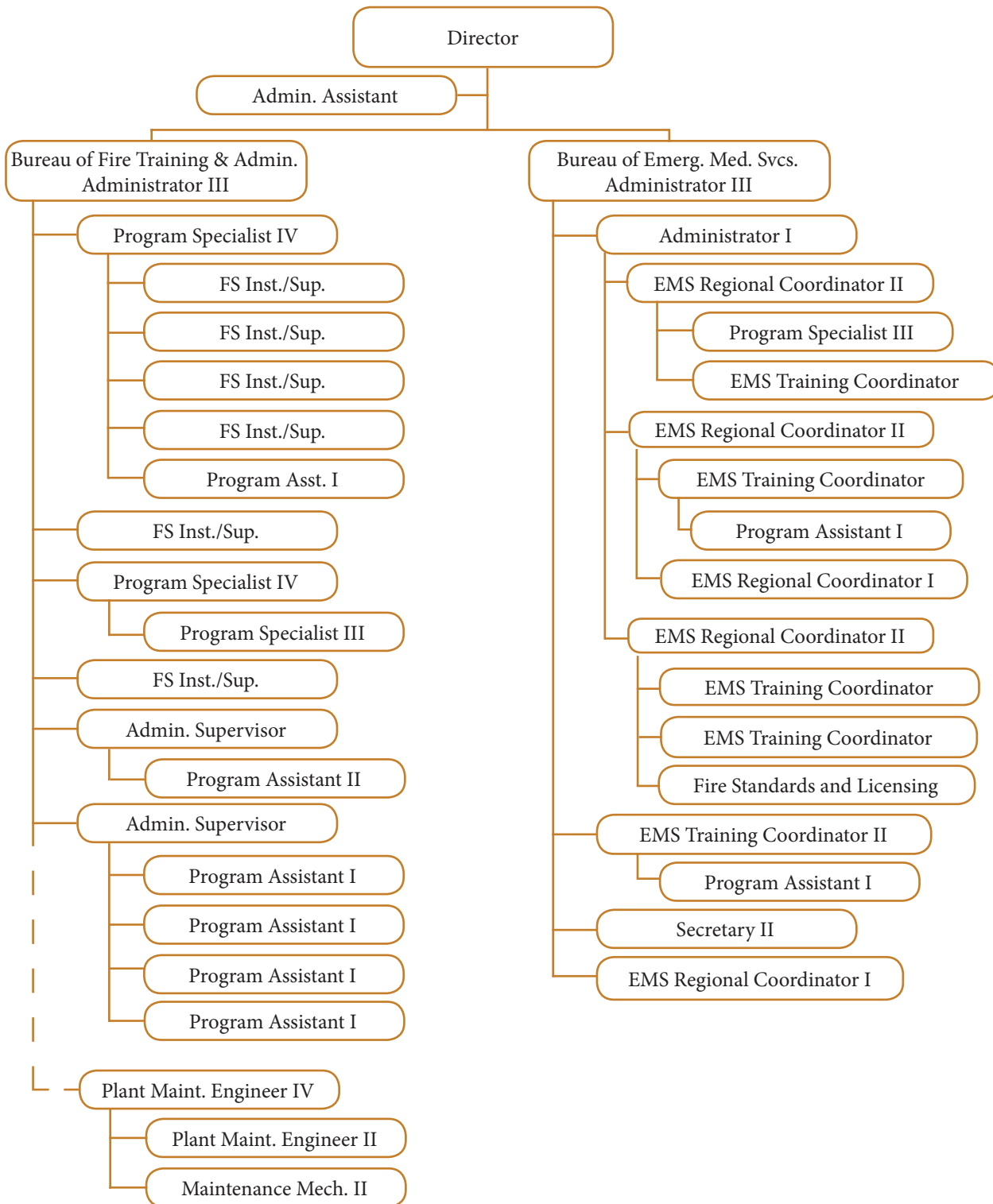
In fiscal 2016, the Division initiated and sustained programs to increase employee health, to raise awareness of the Change Direction program, a program that allows first responders an opportunity to talk about mental health and suicide prevention and to promote the carcinogen wipes program. The Division continued to host the week-long Fire Explorer Program,

the week-long girls' fire camp (i.e., Camp Fully Involved), and many other State agency programs, Legislative campus tours, and our Annual New Hampshire Fallen Firefighter Memorial Observance.

Going forward, the Division will focus heavily on the health and safety of its students and the first responder community as a whole and will continue its research in this area.

Recognizing that volunteer recruitment and retention is of great concern nationwide and in New Hampshire specifically, the Division is working on ways to address this important issue. Along with this, the Division is also exploring ways to promote the fire and EMS services as a career.

DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES
ORGANIZATIONAL CHART



DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL



Fire Marshal J. William Degnan



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.

In fiscal year 2016, the Division of Fire Safety, Office of the State Fire Marshal...

- conducted 698 fire and life safety inspections;
- responded to 134,927 calls during the fiscal year and 3,805 fires;
- conducted more than 1,400 inspections of amusement park rides and tramways;
- investigated 95 amusement park rides and tramways incidents; and
- issued 449 modular housing labels, ensuring that modular building components are constructed in accordance with the State of New Hampshire Building and Fire Codes.

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

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 in the State of New Hampshire. The Division is divided into three bureaus: the Bureau of Investigations, the Bureau of Building Safety & Construction, and the Bureau of Administration & Business Operations. During fis-

cal year 2016, J. William Degnan served as the Director and State Fire Marshal.

The Bureau of Investigations is comprised of the following sections and units: Fire & Explosion Investigations, Fire and Life Safety Inspections, Accelerant Detection Canine, Hazardous Materials, Fireworks Safety & Enforcement, Public Education, and Data Analysis.

The Bureau of Investigations is responsible for investigating all fires, building collapses, and non-automobile carbon monoxide releases, which cause death. In addition, the State Fire Marshal's Office is required to assist any fire chief requesting assistance, and provides assistance to state and local law enforcement agencies, the Attorney General's Office, county attorney offices, and local govern-

ment boards.

The Fire Investigation Unit is split into two supervisory districts (North and South) which contain seven individual regions across the State. Two district chiefs supervise seven investigators and additional part-time fire inspectors, who are each responsible for a region of the State. These fire investigators are sworn law enforcement officers who specialize in fire origin and cause investigation and criminal investigations involving arson and other crimes. They also lead investigations into fatal fire deaths, building collapses, explosions, and carbon-monoxide related incidents.

The Bureau of Investigations responded to and investigated a total of 190 fire related incidents during fiscal year 2016, 28 of which were death investiga-



A live television event utilizing pyrotechnic special effects to depict a bus exploding.

tions. Investigators continued to work collaboratively with our fire and law enforcement partners; local, state, and federal agencies to successfully resolve criminal cases and hold those responsible accountable for their actions. There were numerous arrests and successful convictions in both Circuit and Superior courts in connection to incendiary fire investigations and related crimes and violations of the fire and life safety code.

Professional development and continuing education and training remain an important and required initiative for investigators. Investigators frequently attend both fire service and law enforcement training on a wide variety of topics provided in cooperation with the National Fire Academy; St. Anselm's College – Arson Seminar; Bureau of Alcohol, Tobacco, Firearms and Explosives; as well as training provided by the New Hampshire Police Standards and Training Council and the New Hampshire Fire Academy. These training opportunities allow the investigators to keep up with current trends involving fire origin and cause investigations as well as criminal investigations techniques. Fire investigators are called upon to testify as expert witnesses and much effort is spent on obtaining and recertifying these credentials.

In addition to receiving training, FMO personnel routinely provide in-service and awareness level fire investigation training to local and state law enforcement agencies, to include a newly developed 4-hour block of instruction for the Full-Time Police Officer Academy. During FY2016, the Bureau of Investigations Accelerant Detection Canine (ADC)

Unit attended 25 public education events providing information about our ADC K-9 Teams, as well as delivering important Fire and Life Safety messaging. District Chiefs also coordinated with three high school criminal justice program classes and presented information about the NH State Fire Marshal's Office and the field of Fire & Arson Investigation.

During FY2016, the New Hampshire Fire Service and Emergency Medical Services Committee of Merit recognized several investigators for their contributions in the successful conviction in an arson double homicide investigation, and a Class 2 Medal of Valor was awarded for removing a fire victim from a residential house fire. Additionally, investigators received a Unit Citation at the New Hampshire Congressional Law Enforcement Award Ceremony for their response and actions at the Keene Pumpkin Festival/Keene State College Riots.

The U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) continues to detail a Special Agent/Certified Fire Investigator to the Fire Marshal's Office – Bureau of Investigations. This special agent is part of the Investigative Team and assists investigators with cases involving both State and Federal jurisdiction.

There are six part-time inspectors assigned to the Bureau of Investigations to conduct fire and life safety inspections on state buildings and to assist local fire departments with any fire and life safety code inspections, code interpretations, or other technical assistance. Collectively, the investigators and inspectors conducted 698 total fire and life safety inspections

during FY2016.

The Accelerant Detection Canine Unit is part of the Bureau of Investigations and consists of two accelerant or ignitable liquid detection canine teams. K9 Molly, a yellow Labrador retriever, and her handler, District Chief Dubois, are located in Coos County, and Pal, also a yellow Labrador retriever, and his handler, Investigator Sean Plumer, are located in Hillsborough County. Both canine and handler are certified as a team through the Maine State Police Accelerant Detection Canine Program and are re-certified annually. These canines work on a food reward basis, and therefore the canines and their handlers train at different hours of the day and night, 365 days a year. During FY2016, the canines assisted FMO investigators on 19 department cases, and have been to numerous other incidents and fire scenes to assist other agencies with cases and training. During the year, both teams were very active with public demonstrations for schools and professional organizations conducting more than 25 throughout the State.

The Special Operations Section contains two units, the Hazardous Materials Unit and the Fireworks Safety & Enforcement Unit. This Section is supervised by a district chief who provides both field and administrative support to both units.

The Hazardous Materials Unit 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 EPA TIER II system is collected and compiled to assist communities with hazardous materials response preplanning and training. The Unit assists state and local fire inspectors as they inspect buildings for fire and life safety code violations involving any hazardous materials issues. The Unit also provides technical assistance to fire investigators in cases where hazardous materials are involved.

The HazMat Unit assists federal agencies with technical expertise on known or potential hazardous materials involved in Chemical, Biological, Radiologi-

cal, Nuclear, Explosive, (CBRNE) or Clandestine Laboratory activities. All unit members are federally recognized as members of the DEA Clandestine Laboratory Enforcement Team, a multi-agency response team. The Hazardous Materials Unit 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.

The Fireworks Safety and Enforcement Unit is responsible for conducting inspections, investigations, and other enforcement activities relative to the use, handling, storage, transportation, manufacture and the wholesale/retail of fireworks. The Fireworks Safety and Enforcement Unit licenses and

permits anyone utilizing pyrotechnic, flame, or special effects before a proximate audience, as well as display fireworks shows and licensees. The Unit also licenses and approves all permissible retail sales facilities across the State.

The Unit continually works in cooperation with a number of federal, state and local agencies when conducting enforcement activity, including the U.S. Consumer Product Safety Commission, U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives, Federal Aviation Administration, New Hampshire State Police, and many local fire and police agencies. The Unit works with organizations like the National Fire Protection Association on developing codes and standards for the safe use, handling, storage, transportation, and



K9 Molly and students of the Jefferson Elementary School Kindergarten and First Grade sit together after a K9 Demonstration.



K9 Pal and handler examine a fire scene in Portsmouth.

manufacture and sale of fireworks. Investigator Wyman serves on the Technical Committee on Pyrotechnics, as well as the Technical Committee on Special Effects, representing the National Association of State Fire Marshals.

The Unit continues to develop and provide training programs for public safety officials relative to fireworks laws, regulations and inspections. One of the Unit's programs is Display Fireworks Emergency Response Training (DFERT) which is developed and conducted with NH licensed professional pyrotechnicians, educates public safety officials on the dangers involved with professional style fireworks and pyrotechnics. It provides classroom lecture and practical examples on how to properly conduct

inspections.

The Unit continues to be an active participant in a working group of State Fire Marshal investigators around New England and the State of New York. The purpose of the group is to discuss fireworks incidents, enforcement activities, share information, and to discuss code and rule requirements on a national, regional or state level.

The Unit investigated several incidents involving injuries or fires caused by fireworks or their use. Some of these incidents included injuries caused by the use or handling of consumer fireworks. These injuries have been found to be significant, life changing events for those involved.

The Public Education Section consisted of two public edu-

cators during fiscal year 2016. Together, they managed 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 as well as many other service organizations interested in fire and life safety education. A variety of grant opportunities were utilized with the intent of enhancing the safety of not only the public but firefighters as well.

A combination of new and established programs continued to help meet the fire and life safety ed-

ucation outreach needs of not only the citizens of New Hampshire, but fire departments as well. The Section's safety trailers and fire safety displays appeared at safety fairs and events organized by a variety of organizations and departments. During these events, the Section provided fire and life safety hand-out information and integrated education into all event-related activities. Safety equipment and trailers are routinely maintained by a part-time equipment technician.

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 not only allowed safety messages to reach a greater number of citizens but also made them aware of events and safety facts to keep their homes and lives safer. Outreach efforts included social media messages, website upkeep, continued production of an elementary school newsletter, and participation in other organizations' newsletters. A number of press releases and public safety announcements were produced and distributed as well as proclamations signed by the Governor.

The Division continued to work with fire departments statewide to encourage the use of the various educational programs supported by the Fire Marshal including "Fire Is..." and "Learn Not to Burn®." Our sprinkler and public education trailers, as well as the Hazard House Simulator and other loan equipment and displays continued to be highly utilized not only by the educators attending events, but by fire departments throughout the State conducting

their own events. Training opportunities including educational seminars, workshops, and conferences were attended. These opportunities allow the educators to keep up with current trends and then utilize information to enhance statewide educational outreach programs.

The Education Section continued to develop new curriculum materials and pamphlets as well as introduce new fire prevention resources. Over the course of the year, the production of *Safety Educator*, a fire and life safety education fact newsletter, was continued and increased in distribution. This newsletter is distributed to students in pre-kindergarten through fourth grade and their families, with the assistance of superintendents, principals and teachers. The Fourth Annual Fire and Life Safety Calendar Contest was held with an award going to winning third grade students throughout the State. This contest had involvement and participation from many students and was well received.

The Data Analysis Unit is responsible for operating the New Hampshire Fire Incident Reporting System (NHFIRS), 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 which provides details on the types of incidents that fire departments respond to. It also helps the Division to look at what types of fires are occurring in New Hampshire. The Data Analysis Unit conducts training for fire departments on how the system works, conducting five training sessions for fire departments this year. The Unit has 87 percent of the fire departments

in the state reporting each month.

New Hampshire fire departments responded to 134,927 calls for service during the fiscal year. This is up 8,845 from FY2015. 3,805 fires occurred in New Hampshire during the same period, up 545 from FY2015. These fires caused \$35,496,938 in damage, resulting in an increase of \$8,009,604 from the previous year. These fires resulted in 50 civilian fire related injuries.

The Bureau of Building Safety and Construction is established by RSA 153:27-38 and responsible for the administration of Fuel Gas Fitting and Plumbing License 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 totaling 30 various licensing and certification levels. To date there are currently 9,970 active participants in our licensing and certification programs.

The new Mechanical Safety Board has continued to develop rules for the administration, education for licensure or certification, continuing education for licensure, and corrective proceedings for licensees. The new Saf-Mec 600 rules are currently in the adoption process with new voluntary certification rules in development. The Mechanical Licensing Board meets on the third Wednesday of every month at the NH Fire Academy. The public is always welcome to attend.

The Mechanical Safety Section has five full-time field inspectors and a Chief Inspector who respond to consumer complaints and perform licensing and com-

pliance inspections. The Licensing Section has a licensing supervisor and full-time clerk who together process applications and renewals.

The Mechanical Safety Inspection Team works diligently on licensing compliance, providing municipal assistance to code and fire officials, working with the Department of Health and Human Services (DHHS) and the Department of Environmental Services (DES) on drinking water and food safety, and working with our partners in the propane industry to ensure proper odorant levels are present for the consumer. Mechanical Safety has been working closely with industry professionals and their board members to increase safety and awareness to prevent carbon monoxide related incidents, through mechanical venting.

This Section also continues to support the Bureau of Investigations with incidents involving propane explosions and carbon monoxide death investigations.

The Modular Housing Program is established by RSA 205-C to ensure that modular building components are constructed in accordance with the State of New Hampshire 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 companies comply with applicable codes.

In fiscal year 2016, the Section saw a 53 percent increase to 449 modular housing labels issued by 60 different manufacturers and registered seven third-party inspecting agencies.

This past fiscal year, the Section responded to and inves-

tigated consumer complaints as well as provided assistance to local building officials with modular issues.

The Engineering and Plan Review Section is comprised of a Section Chief and two part-time reviewers and administrative staff. The Section is responsible for ensuring that all state-owned buildings, NHDHHS licensed facilities, University System of New Hampshire, Community College System and public school projects are designed and constructed in accordance with the State Fire Code on state-owned properties and on municipal projects when requested. This Section also inspects for and issues certificates of occupancy for state-owned buildings.

This section provided plan reviews for 295 projects in FY2016. This year there were 88 requests for variances or waivers to the fire code that were submitted to the State Fire Marshal, this section provides the technical research required by the State Fire Marshal so that he may render an informed decision.

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

Technical assistance and code interpretation services are also provided to local building officials and fire departments upon request, totaling over 1,400 requests in fiscal year 2016.

The Tramway and Amusement Ride Safety Section is established by RSA 225-A to oversee the safe and enjoyable use of the State's ski industry resources.

It was further expanded to ensure compliance with safety regulations for the carnival and amusement ride operators in New Hampshire established by RSA 321-A.

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 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.

In fiscal year 2016, inspectors saw a 30 percent increase to 632 amusement ride registrations and 163 tramway registrations. Overall more than 1,400 inspections were conducted. In addition to inspections and registrations, this section investigated 41 tramway incidents and 54 amusement ride incident reports.

The Bureau of Administration & Business Operations contributes to the daily operations of the Division of Fire Safety by providing administrative support to the field personnel as well as human resources management and financial management for the Division. The administration is responsible for all purchasing and inventory, and responds to information requests in the form of reports, statistics, and website updates. The Bureau is also responsible for assisting the State Fire Marshal in preparing the division budget and presenting it to the Commissioner of Safety and the legislature. In preparing the fiscal

year 2017 budget, the Division was able to maintain essential programs while being fiscally responsible by submitting a flat budget for FY17 and only a 3 percent increase in the FY18 budget. Changes were made

to the organizational structure of the Division to provide for a more efficient process for supervisors and employees to manage the various projects and programs within the Division. The Bureau provid-

ed employees with the ability to receive online computer program training to enhance their abilities while saving costs for tuition and travel.

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL
ORGANIZATIONAL CHART

