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State of New Hampshire

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

JOHN J. BARTHELMES
COMMISSIONER

September 6, 2017

His Excellency, Governor Christopher T. Sununu
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, 2016 through June 30, 2017 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 2017 Fiscal Year as required by law. In the report, there is a section for each Division outlining its mission and accomplishments.

Respectfully submitted,


John J. Barthelmes
Commissioner of Safety

TITLE I

THE STATE AND ITS GOVERNMENT

CHAPTER 20

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

Section 20:7

20:7 Issuance of Reports. –

I. All agencies and departments of the state shall issue biennial reports summarizing their operations. All reports shall cover periods ending on June 30, and be posted to the state transparency website, with one paper copy submitted to the state library by October 1. Biennial reports shall cover periods ending in odd-numbered years beginning with 2015. State agencies and departments shall make every effort to limit or eliminate the production of paper reports. The governor and council, speaker of the house of representatives, and the senate president shall be notified by letter that a report is available on the state transparency website.

II. Agencies and departments may post other required reports to their Internet website and the state transparency website in lieu of other methods of distribution, and shall deliver by electronic means to all persons or committees required by law to receive such reports of the reports' availability on the state transparency website.

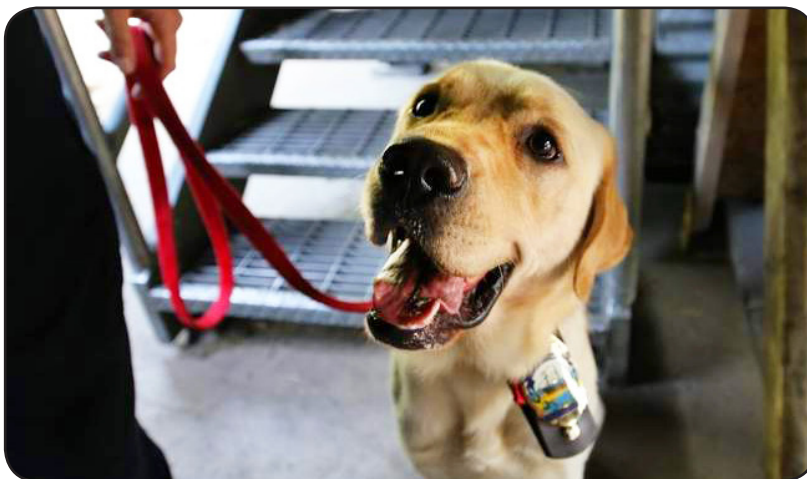
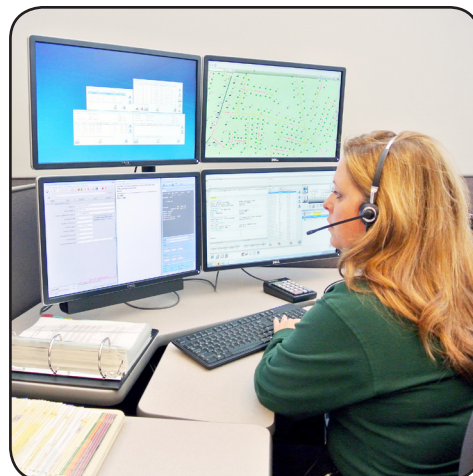
III. The governor's commission on disability established in RSA 275-C shall be exempt from the provisions of this section but shall comply with the reporting requirements in RSA 275-C:6.

IV. The lottery commission's comprehensive annual financial report prepared pursuant to RSA 21-I:8, II(b) shall meet the requirements of this section.

Source. 1895, 32:1. 1919, 3:6. PL 5:7. RL 10:7. RSA 20:7. 1973, 140:1; 544:8. 1986, 12:4, I. 1989, 339:5. 2004, 97:8. 2008, 25:1, eff. July 11, 2008; 358:1, eff. Sept. 9, 2008. 2015, 259:7, eff. July 1, 2015.



New Hampshire Department of Safety Annual Report 2017



ANNUAL REPORT OF THE NEW HAMPSHIRE DEPARTMENT OF SAFETY

for the fiscal year ending June 30, 2017

THIS REPORT IS SUBMITTED TO:

Governor Christopher T. Sununu
Councilor Joseph D. Kenney, District 1
Councilor Andru Volinsky, District 2
Councilor Russell E. Prescott, District 3
Councilor Christopher C. Pappas, District 4
Councilor David K. Wheeler, District 5

New Hampshire Department of Safety

Concord, NH

2017

STATE OF NEW HAMPSHIRE

DEPARTMENT OF SAFETY APPOINTED OFFICIALS

John J. Barthelmes, Commissioner

Robert L. Quinn, Assistant Commissioner

Richard C. Bailey, Jr., Assistant Commissioner

Steven R. Lavoie, Director of Administration

Elizabeth A. Bielecki, Director of Motor Vehicles

Colonel Christopher Wagner, Director of State Police

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

Mark E. Doyle, 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 2017.*



On behalf of myself, our management personnel 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 Sununu, 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 1,096 full-time, 203 part-time, and 351 non-classified employees functioning in both uniformed and civilian capacities 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 coterminous four-year terms.

The Office of the Commissioner 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 Information and Analysis Cen-

ter are responsible to the Assistant Commissioners, who also serve as the Department's liaisons to the New Hampshire General Court. More than 350 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's 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 comprised of four units: Administrative Hearings, Criminal Prosecution, Litigation, and the Motor Vehicle Industry Board. To ensure that the Bureau's decisions are made in a fair and impartial manner, it is a separate 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.

Due 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 for driving while under the influence (DWI) cases. 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. In addition, the Administrator provides training to the judicial branch, with the most recent being on the limited license law.

The Criminal Prosecution Unit is comprised 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, E, and F. Most State Police DWI cases throughout the State will be prosecuted by unit attorneys. Upon request, unit prosecutors handle cases for the State Fire Marshal's Office and the Marine Patrol Unit of State Police. 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 of liquor or drugs. This work includes presenting cases in court, filing and re-

sponding to legal motions, obtaining documents necessary to prove cases, issuing subpoenas, 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 who hold the position of hearings examiners and conduct all administrative hearings for the Department of Safety covering the entire State of New Hampshire. Hearings are open to the public. Hearings are held in Concord, Dover, or by video conference. 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 Constitution and the U.S. Constitution entitle citizens to hearings to review the loss of a legally recognized 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 arrested for driving while impaired by alcohol or drugs who refuse a chemical test or who test over the legal limit for alcohol 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. Finally, the Bureau conducts public hearings concerning the regulation of public waterways under RSA 270:12. These hearings are held during the months of June through September. An individual may appeal a hearing 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 due to the complexity of the legal issues involved, a legal analysis supporting those findings. Some reports are provided to the person at the conclusion of the hearing and, in more involved 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 support of a paralegal. 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 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 2018 Highway Safety Plan to the National Highway Traffic Safety Administration (NHTSA) and will serve as an outline for improving the safety of all motorists on New Hampshire's roadways.

In 2016, New Hampshire saw traffic fatalities increase from a historical low of 90 fatalities in 2011 to 136 fatalities in 2016. Additionally, alcohol related fatalities

resulting from an alcohol related crash decreased from 39 percent in 2015 to 32 percent in 2016. In 2016, 73 percent of vehicle occupants who were victims of fatal crashes were not wearing seatbelts. Motorcycle fatalities decreased from 26 in 2015 to 18 in 2016 and motorcycle crash victims that were not wearing a helmet decreased from 67 percent in 2015 to 39 percent in 2016. Although, increases in fatalities in 2016 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 Legal Unit is comprised of two attorneys, a part-time paralegal and a part-time rules coordinator 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.

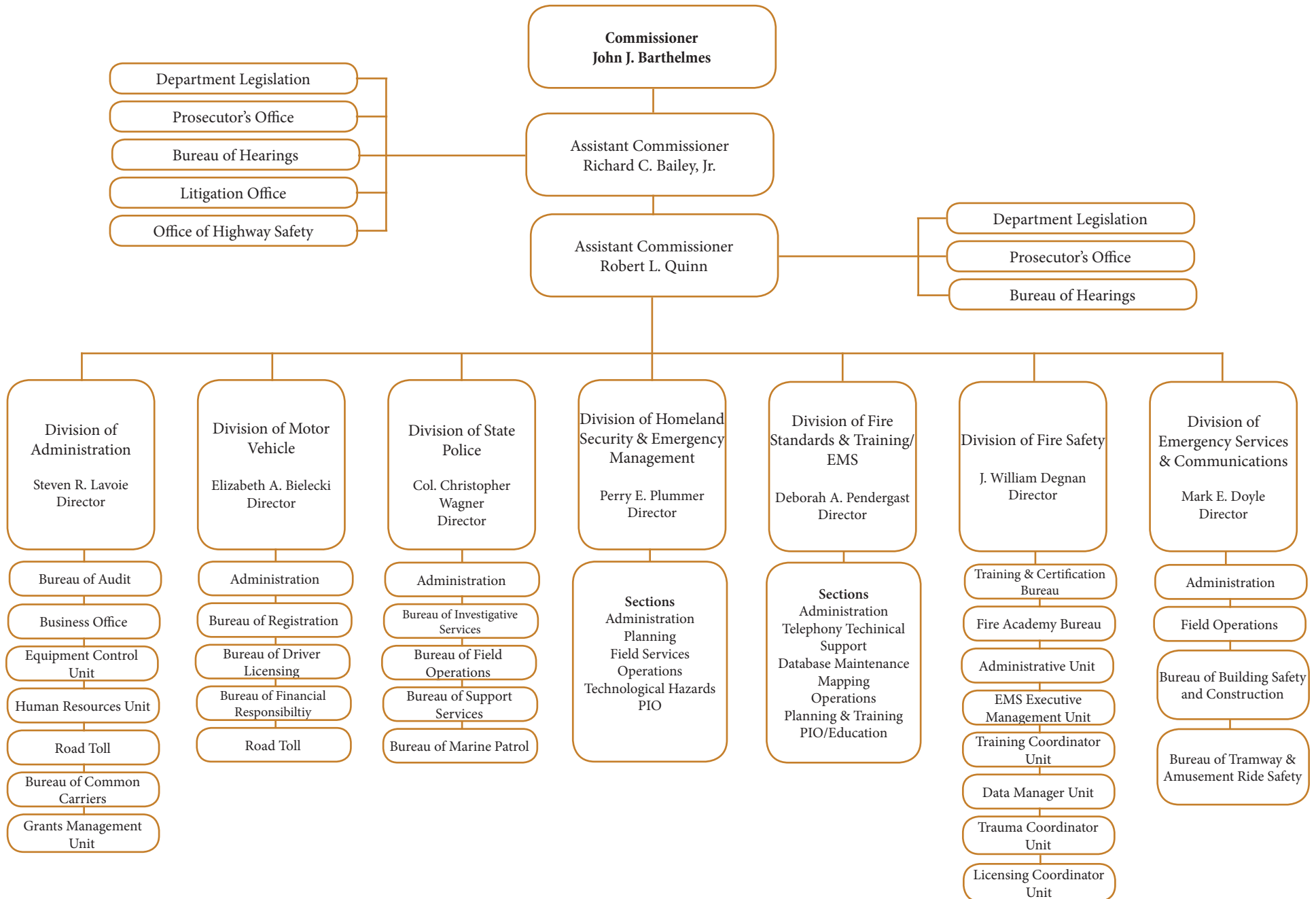
The Public Information Officer (PIO) provides information to the public and news media on Department of Safety policies

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 tra-

ditional 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, including 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 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 2017, the Division of Administration...

- processed more than \$310 million in highway funds, general funds, and other dedicated funds;
- provided human resources functions to the Department's 1,650 full-time and part-time employees;
- collected more than \$210 million in Highway Fund revenue;
- administered a portfolio of more than \$20 million in grants funds with more than 300 subawards to local and state agencies;
- processed more than 2 million pieces of incoming mail;
- processed more than 2.75 million pieces of outgoing mail;
- fulfilled license plate and validation decal orders for 224 municipal agents and 13 remote DMV substations throughout the State; and
- provided reproduction services resulting in the production of 1.2 million documents.

DIVISION OF ADMINISTRATION

The Division of Administration consists of the Business Office, including Accounts Payable, Accounts Receivable, Human Resources and Payroll; Road Toll, including Administrative and Audit Bureaus; Grants Management; Equipment Control, including the Warehouse, Mail Room, Plate Room, Automotive Garage, and Reprographics; 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 \$310 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 continues to experience an increase in credit card transactions due to an increase in online services offered to the public. The Business Office assists the divisions with the development of online payment options.

The Payroll Section helps monitor the timecards for all department employees, ensuring accurate payment of wages. 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 leave accruals in accordance with those agreements.

The Human Resources Section is tasked with all human resources functions for the Department of Safety's 1,650 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 Department. The Section works to properly administer the collective bargaining agreements, personnel rules, and manage the Family and

PERSONNEL DATA		
Positions Filled		
Total Full-Time		1,096
<i>Unclassified Full-Time</i>	12	
<i>Classified Full-Time</i>	1,079	
<i>Temporary Full-Time</i>	5	
Part-Time		203
Non-Classified		351
Total Positions Filled		1,650
Budgeted Positions - Filled and Unfilled		
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		203
Non-Classified		351
Total Budgeted Positions		1,683

Medical Leave Act, the Americans with Disabilities Act, the Uniformed Services Employment and Reemployment Rights Act, 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 \$185 million in highway fund revenue, \$127 million unrestricted and \$58 million restricted, including the administration of the Unified Carrier Registration (UCR) Program. In fiscal year 2017, the Bureau collected revenues from approximately 180 motor fuel distributors, 60 motor fuel and petroleum product transporters and 13 alternative fuel dealers resulting in 3,036 monthly returns processed annually.

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 2017, approximately 1,800 IFTA accounts, each filing quarterly returns, resulted in 7,200 returns processed annually. The Bureau also collects approximately \$17 million in Oil Discharge and Pollution Control (ODPC) fees on behalf of the Department of Envi-

DEPARTMENT REVENUE AND EXPENDITURES	
(AS OF JUNE 30, 2015)	
Revenue	
Unrestricted Highway Funds	\$214,584,822
Unrestricted General Funds	\$10,415,177
Federal Program Funds	\$17,540,600
Restricted Revenues, Dedicated Funds and Other	\$85,408,673
Total Revenues	\$327,949,272
Expenditures	
Permanent Personnel Services	\$57,357,182
Special Payments, Overtime and Holiday Pay	\$7,407,833
Current Expenses	\$6,311,608
Transfers to OIT	\$9,610,981
Rent	\$2,781,506
Intra-Agency Transfers	\$102,580
Equipment New/Replacement	\$6,129,651
Capital Project Expenditures	\$10,416,040
Telecommunications	\$3,403,984
Indirect Costs	\$1,886,653
Debt Services	\$1,827,022
Temporary and Temporary Full-time Personnel Services	\$5,119,347
Benefits	\$32,107,612
Pensions - Retirement	\$4,446,995
Travel in-State	\$2,667,585
Grants to State Agencies and Local Communities	\$14,059,056
Travel Out-of-State	\$285,740
Contracts for Program Services	\$1,898,593
Miscellaneous	\$5,704,408
Total Expenditures	\$173,524,376
<i>Source of revenue and expenditures: N.H. First (unaudited)</i>	

ronmental 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 percent-

age of mileage traveled in each jurisdiction, vehicle identification information and maximum weight.

During fiscal year 2017, there were approximately 3,000 active IRP accounts and 10,000 registered vehicles. On average, \$700,000 in monthly fees were collected. Approximately \$233,000 in apportioned fees remained in New Hampshire after distributions to other states were completed. Transactions for IFTA and IRP are processed in Concord and at the Twin Mountain DMV substation.

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 2017, the Bureau performed 146 audits of the various licensees. In addition to the audits, the Field Audit Bureau processed 2,756 off road and retail dealer refunds totaling \$2,126,614.

The Grants Management Unit (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 three grant years of open homeland grants, the Grants Management Unit was responsible for managing up to 300 sub grant awards to local and state agencies. The Grants Management Unit also writes and administers a variety of grants for the Department, including the Federal Motor Carrier Safety Administration (FMCSA), the U.S. Depart-

ment of Justice (US DOJ), and the National Telecommunications and Information Administration State and Local Implementation Grant Program (NTIA/SLIG). In 2016, the State Opioid Reduction Initiative Grant was created and the Grants Management Unit added 16 more subawards to the portfolio as a result. This program was renewed through 2019. Currently, the Grants Management Unit is actively administering more than \$20 million in grants.

The Grants Management Unit currently has five full-time staff. The Statewide Interoperability Coordinator (SWIC) and the Program Assistant for the SWIC work closely together on first responder interoperability issues and the NTIA/SLIGP grant. An ongoing objective of the Grants Management Unit 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 the Grants Management Unit 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, the Department of Corrections, the courts, and parole

officers to allow for secure exchange of critical, up-to-date information in an electronic format. The Grants Management Unit has been and continues to be integral to this project's administration and federal compliance.

The Grants Management Unit is administering the majority of grant funds from the Federal Motor Carrier on behalf of the State Police. These grants buttress commercial vehicle enforcement and related safety initiatives statewide. These grants totaled more than \$1.37 million this past year. The Grants Management Unit 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 Grants Management Unit recently facilitated and wrote a greater than \$600,000 US DOJ COPS grant application to the US DOJ COPS Office on behalf of State Police.

The Grants Management Unit has applied for and administered more than \$140 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 \$120 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 (CBR-NE) 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, EMS in the warm zone training and equipment, and disaster preparedness.

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 1,084 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 2.75 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. Order 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.

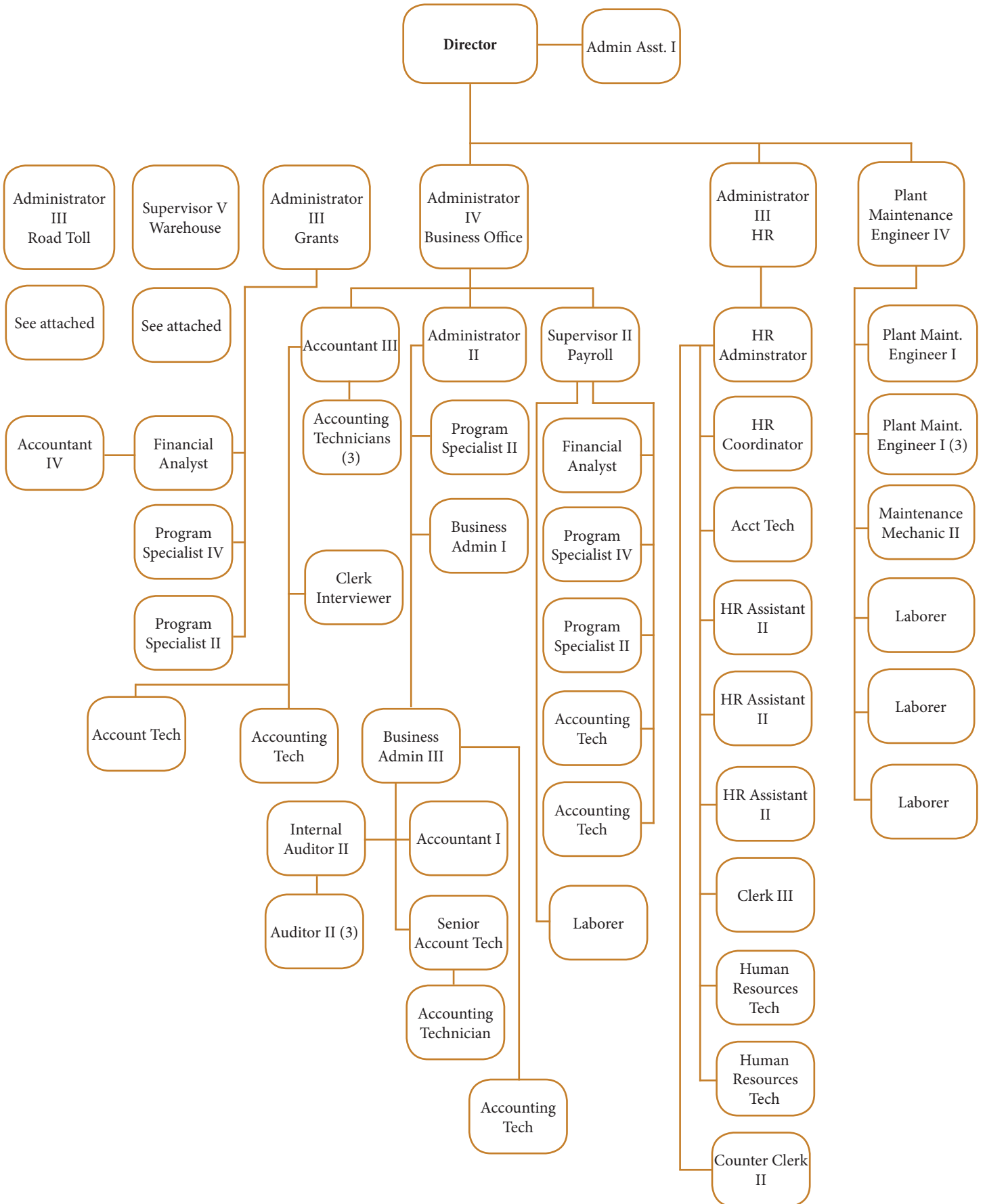
The Reprographics Unit produces more than 1.2 million documents per year. The Unit also microfilms or scans all documents related to the Division of Motor Vehicles' registration, licensing and title transactions, as well as documents from the Road Toll Bureau and the Division of Fire Safety.

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.

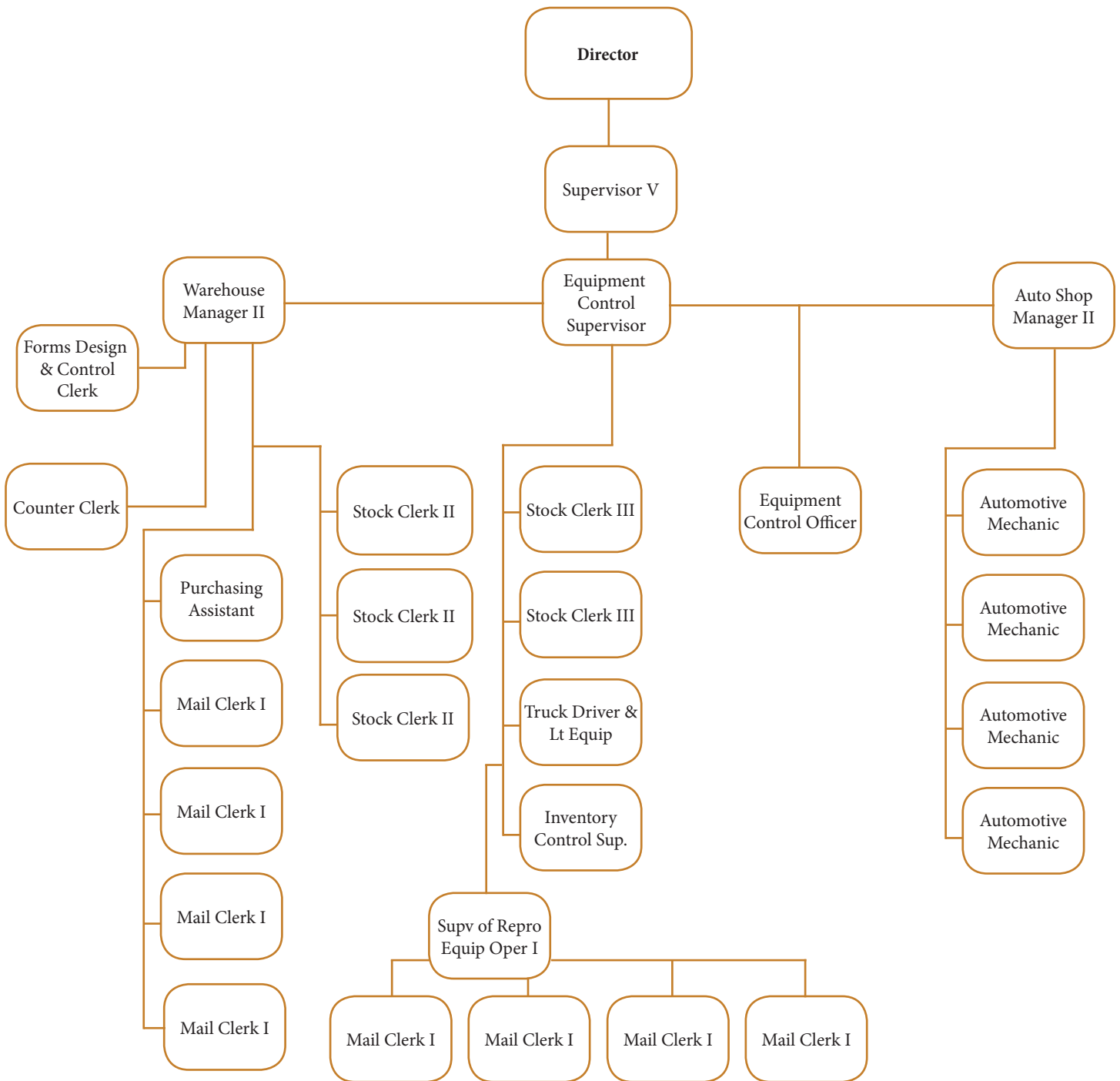
Central Maintenance also supervises generator maintenance, permit acquisition for underground storage tanks, preventive maintenance of mechanical equipment, and coordinates energy efficiency projects for the Department.

PHYSICAL PLANT AND EQUIPMENT COST (ACQUISITION COST AS OF JUNE 30, 2017)	
Physical Plant	\$62,949,395
Equipment	\$40,811,609
Total	\$103,761,004

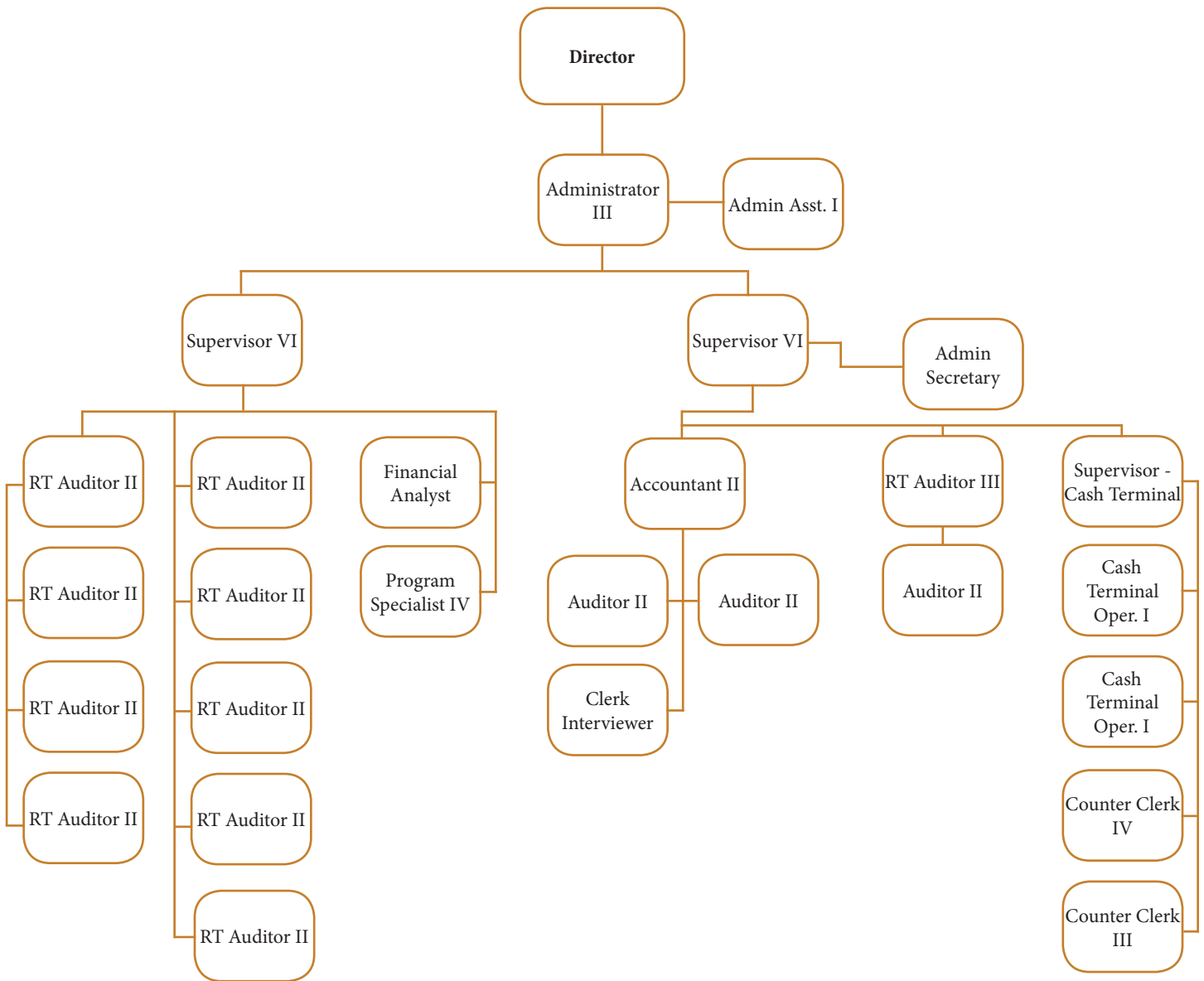
DIVISION OF ADMINISTRATION
ORGANIZATIONAL CHART



DIVISION OF ADMINISTRATION
WAREHOUSE - GARAGE UNIT ORGANIZATIONAL CHART



DIVISION OF ADMINISTRATION
ROAD TOLL - ORGANIZATIONAL CHART



DIVISION OF MOTOR VEHICLES



Director Elizabeth 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 2017, the Division of Motor Vehicles...

- fielded a monthly average of 23,998 customer calls via the Call Center;
- performed 27,683 skills and road tests; and
- issued 386,563 motor vehicle titles;
- produced and mailed 348,000 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 2017, nearly 348,000 cards were produced and mailed to New Hampshire residents by way of multiple processes.

Perhaps the most significant process is a renewal, of which 245,802 residents renewed in person at one of our 14 locations or via our on-line 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 and 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



ABOVE: DMV Licensing Examiner Debra Leonard speaks with an applicant at the successful conclusion of her road test at the Epping DMV office. Leonard was chosen as the 2016 International Driver Examiner Certification (IDEC) Examiner of the Year.

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, 27,683 skills and road tests were performed last year with an average pass rate of 77.29 percent.

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 level of customer service maintained.

The Motorcycle Rider Education Program celebrated its 27th 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 in Dover/Durham. Instruction is provided by 39 certified MSF Rider-Coaches. Three full-time staff members coordinate the program and also provide information to the riding public with regard to licensing op-

tions. A Rider-Coach Preparation Workshop was conducted in June of 2017 to certify more coaches and a rider-coach trainer was added to the program in April. Quality assurance visits to courses are held on a regular basis. The basic rider course curriculum has been updated by the MSF and all coaches have been trained and transitioned to the new curriculum.

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 simulator was available during early season motorcycle events and continues to be offered at ongoing events to discuss training with the riding public.

As of August 1, approximately 2,157 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, as 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, one private high school and 69 commercial driver education schools. There

are approximately 204 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 25 classroom audits this year.

New Hampshire RSA 263:19 requires all 16- and 17-year-old applicants for a driver's license to complete an approved driver education program. Approximately 14,628 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 in the State.

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 a transaction. The Bureau of Operations includes the Contact Center which averaged 23,998 customer calls a month during this fiscal period.

Operations personnel at the

13 substations were cross-trained to provide all of the motor vehicle services offered throughout the State and cross training initiatives continue in Concord. By the close of fiscal year 2017, the Bureau of Operations was staffed by 76 full-time positions and 29 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-work-

ers and meeting the needs of New Hampshire residents. Notably, the Bureau worked extensively on the VISION project in ensuring that all staff are properly trained prior to the anticipated implementation date of October 2017. In addition, the Bureau worked closely with the vendor in requirements gathering of a new automated queuing system to better assist our customer service counters and to give us the capabilities of tracking customer wait times and transaction times. It is anticipated that the Concord office will go live with the new



ABOVE: DMV staff test the new equipment and software for the roll out of VISION, the new driver licensing system which will be implemented in fiscal year 2018.



ABOVE: DMV Motorcycle Rider Training coaches participate in a Rider-Coach Preparation course.

queuing system first, then Dover, Manchester, Salem and Nashua offices will follow. Implementation is scheduled in fiscal year 2018.

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 17 full-time and five part-time staff during fiscal year 2017. 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.

All vanity plate application

requests are centralized to the Concord Registration Bureau. The Bureau created a new computerized process in fiscal year 2017 through the MAAP program. There were 15,528 applications approved, and 134 denial letters for this fiscal year.

The Municipal Agent Program authorizes municipal agents, 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 ap-

point 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 New Hampshire, 227 were online and connected to the state computer system 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 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 175 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 5,650 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 State Police, Marine Patrol 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, 2016, there were 96,911 boats registered. At the close of fiscal year 2017, there were 37 offline boat agents, 136 towns, and 14 state locations available to process boat registrations. We have seven online boat agents and look forward to adding more.

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 two part-time staff members 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 2017, there were 124,576 permanent placards and 3,115 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 the percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. During fiscal year 2017, there were approximately 3,000 active IRP accounts and 10,000 registered vehicles. On average, \$700,000 in monthly fees were collected. After apportioned fees were distributed to other states, approximately \$233,000 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 located within the same office as the Road Toll Bureau. Customers are able to complete all necessary transactions with both

TITLE BUREAU STATISTICS FOR FISCAL YEAR 17		
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
Application suspense letters		27,708
Abandoned/mechanic lien title searches and rejection letters		5,538

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 2017, the Dealer Program monitored the operation of 1,851 dealers (i.e., 967 new and used, 31 automotive recycling, 57 motorcycle, 341 repair, 140 transport, 156 utility, and 159 wholesale). The Inspection Program monitored the operation of 2,468 inspection stations, including 240 fleet, 15 glass replacements, 98 municipal and 2,115 public inspection stations.

The On-Board Diagnostics and Safety Inspection Program is a decentralized program with more than 2,200 DMV-licensed vehicle inspection stations throughout the State. Safety and emission test results for approximately 1.4 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 reasons 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 emissions 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 120 public school bus services and school districts. This Unit is responsible for conducting criminal and motor vehicle background checks on more than 4,000 school bus drivers employed in the State. In fiscal year 2017, over 5,000 background checks were completed.

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 in-

spection 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 trooper, 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, refinanced vehicles and salvaged vehicles. Each title application is carefully reviewed for accuracy and possible fraud.

The New Hampshire Title Bureau partners with the National



ABOVE: DMV Motorcycle Rider Training Trainer Doug Lamarre conducts a Basic Rider Course.

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 Bureau 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 quarterly 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 Bureau 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 2017.

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 ap-

plications 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, and city and town clerks. Cross-training has been instituted across the Bureau 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 the 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 Review 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 2017, most employees attended mandatory classes. Additionally, 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, 234 municipal agent offices were audited. The Audit Section continues on course to visit each of the 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, superior 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 127,314 telephone inquiries. The Bureau was staffed by 26 full-time employees and three part-time employees during fiscal year 2017. The Bureau is divided into nine sections with each specializing in a specific area of expertise.

The Imaging Section trans-

fers 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 2017, a total of 106,700 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 2017, a total of 44,284 traffic citations/complaints were pro-

cessed electronically reducing the manual effort needed to receive, file and enter the information into the DMV database. 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 2,224 accepted transactions were processed per month in fiscal year 2017.

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 2017, the Court Processing Section implemented phase I of the eDisposition Project, enabling various New Hampshire Circuit Courts to return all dispositions on motor vehicle cases to the Division of Motor Vehicles electronically. Since implementation, 154,537 dispositions have been received from the courts. The processing still requires manual entry with initiatives to move the project to the next phase during fiscal year 2018.

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, 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. In fiscal year 2017, the Crash Section received 5,494 crash reports electronically, reducing manual entry of information by 18 percent.

In addition to the above mentioned areas of expertise, the Bureau also oversees the administration of 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.

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 and Collision Analysis & Reconstruction. 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. Data from the FARS 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 two part-time employees who work with the two state-approved interlock providers. The program is notified whenever an interlock is installed or removed. The program also receives daily violation reports from the interlock providers for those individuals who fail a breath test or have any other violation.

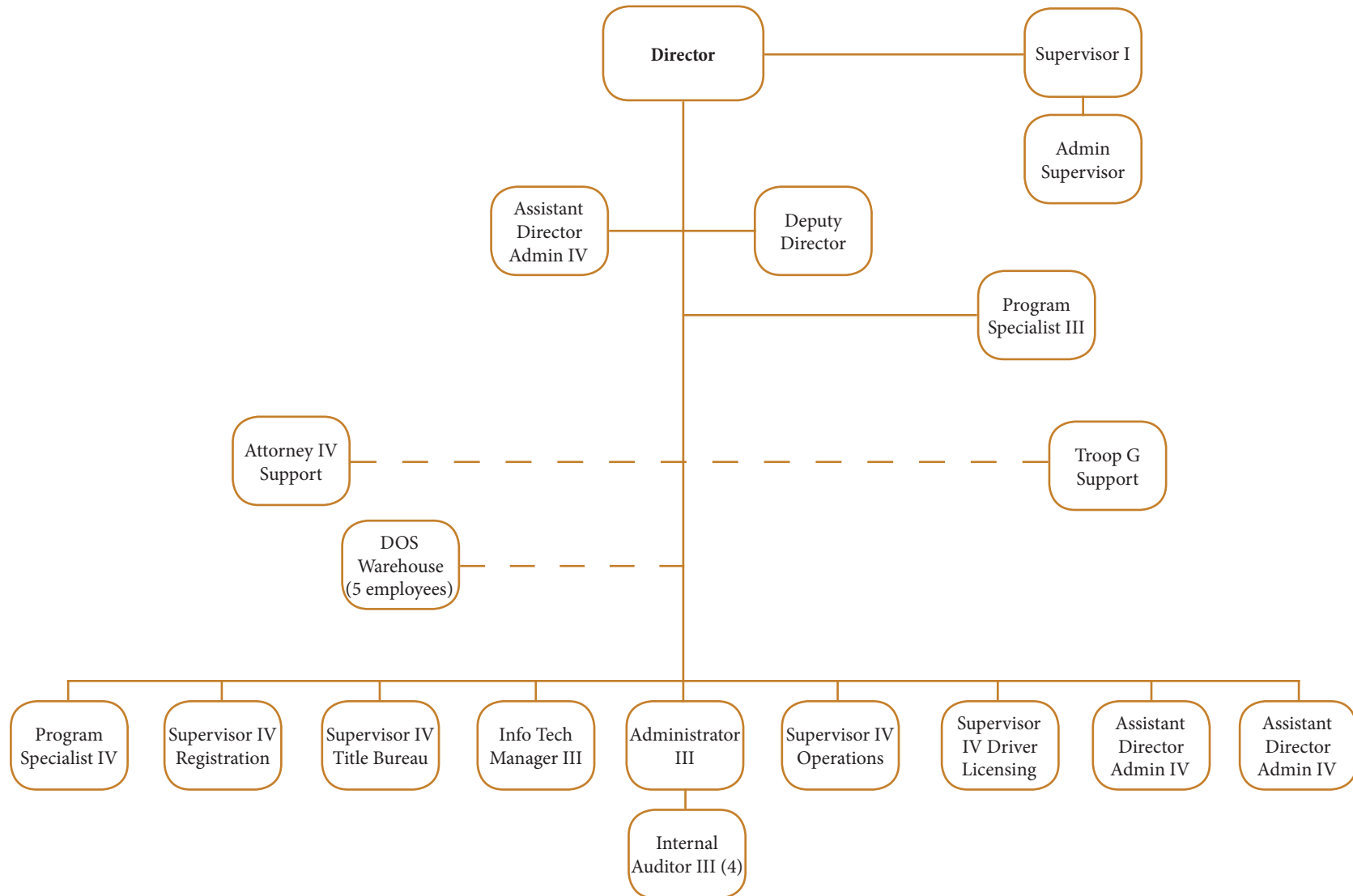
As a member of the Bureau of Financial Responsibility, the program coordinator works closely with the Bureau of Hearings and the Prosecution Unit to monitor individuals who were given a New Hampshire court or Department of Safety ordered conditional restoration of privileges requiring an ignition interlock device (IID) installed in a 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.

During the 2017 legislative session, the Department supported several bills to further improve the strength and quality of the program.

DIVISION OF MOTOR VEHICLES
ORGANIZATIONAL CHART



DIVISION OF STATE POLICE



Colonel Christopher Wagner



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 2017, the Division of State Police...

- stopped 147,439 motor vehicles;
- arrested 1182 impaired drivers;
- conducted 8,022 criminal investigations; and
- conducted 9,596 commercial vehicle inspections and weighed 185,385 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 with less than 3,000 people 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, as well as newly appointed Colonel Christopher J. Wagner served

as Director of the Division of State Police during the 2017 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 uniformed 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 more than 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 tourist seasons.

During the 2017 fiscal year, Troop A troopers stopped 28,523 vehicles, arrested 327 impaired drivers, investigated 1,333 motor vehicle crashes. Criminal arrests and investigations totaled 1,688.

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 2017 fiscal year, Troop B troopers stopped 29,713 vehicles, arrested 262 impaired drivers, and investigated 1,606 traffic crashes, eight of which were fatalities. Criminal arrests and investigations totaled 1,342 and 3,311 respectively.

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 19,052 vehicles, arrested 170 impaired drivers, investigated 219 traffic crashes and conducted 1,953 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 approximately 230 miles of interstate high-

way 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 provider to many of the state facilities, properties and



ABOVE: During fiscal year 2017, New Hampshire State Police Troopers stopped 147,439 motor vehicles and arrested 1,182 impaired drivers.

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 29,685 vehicles, arrested 196 impaired drivers, investigated 1,233 traffic crashes, and conducted 1,085 case investigations.

Troop E - Headquartered in Tamworth, is a large gateway to the northern regions of New Hampshire. Troop E is responsible for providing police services throughout Belknap and Carroll Counties. This area encompasses 29 towns and the City of Laconia which has a population of over 16,000 residents. The 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 19,634 motor vehicle stops, responded to and investigated 169 motor vehicle collisions, arrested 149 impaired drivers and handled a total of 604 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 high-

way, 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 population of less than 3,000 residents. Because of the low resident populations in the many towns which make up Troop F, and due to the fact that many of the police departments in these towns are small or part-time departments, state police personnel handle 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 20,832 motor vehicle stops, an increase of nearly 1,000 stops from 2016 and conducted 2,346 case investigations of which 1,350 were criminal case investigations. Of those investigations, there were 216 felony level offenses investigated, 78 resulted in the arrest of impaired drivers, 163 resulted in drug offense arrests and 720 resulted in arrests for other offenses such as other driving related offenses, crimes against property and crimes against persons. There were an additional 359 criminal case investigations that were not solved or resulted in something other than arrest. Troopers investigated 1,003 traffic crashes, including three fatal motor vehicle collisions. Although

fatal motor vehicle collisions were cut in half, total motor vehicle collision investigations saw an increase of nearly 58 percent from 2016. Troopers also handled over 11,705 general service calls including; 120 burglary investigations, 29 death investigations, 80 assault investigations, 218 theft investigations, 233 domestic disturbance investigations, 211 criminal mischief investigations, 116 criminal threatening investigations, 12 sexual assault investigations and 818 calls for department assistance, in addition to a variety of other calls, an increase of more than 200 calls for service in 2016.

Troop G - During the 2017 fiscal year, the school bus program certified 88 individuals as school bus and commercial driving school instructors, licensed 78 driving schools, and prosecuted 24 administrative hearings pertaining to school bus drivers and driving schools. Troop G personnel presented five *Teens and Truck* presentations and investigated school bus crashes. Troop G investigators assigned to the DMV Task Force conducted 88 criminal investigations.

The Field Enforcement Section is made up of Troop G Troopers along with our civilian Automotive Equipment Inspectors (AEI). They enforce the laws and rules governing the operation of 1,842 authorized New Hampshire auto dealerships and 2,262 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 automo-

tive safety inspectors across the State, 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 2017, the Automotive Equipment Inspection (AEI) Program continued to be successful in conjunction with our field enforcement troopers. The cooperative effort resulted in 1,090 audits of dealerships and inspection stations and 327 follow-up audits, 1,044 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 held 24 monthly automobile inspection classes. Troop G serviced 214 special dealer requests and 188 special inspection requests.

In fiscal year 2017, Troop G troopers were tasked to serve 953 habitual offender notices at the request of the Department of Safety Hearings Bureau and worked in conjunction with DMV to conduct 2,327 salvage inspections and 113 VIN issuances at various locations throughout the State.

The Commercial Vehicle

Enforcement (CMV) 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 combined efforts of the troop produced 9,596 commercial vehicle inspections and the weighing of 185,385 commercial vehicles. During this year, troopers discovered 13,768 commercial vehicle violations, of which 2,518 were deemed out-of-service violations where either the driver or vehicle was forbidden to continue operating. The CMV Enforcement Section has troopers assigned to the New Entrant Program. Working closely with the Federal Motor Carrier Safety Administration, they provide educational and technical assistance for new commercial motor carriers. Troopers attached to the New Entrant Program conducted 201 motor carrier company safety audits as well as industry outreach and monthly overview training. 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 2017, Troop G Troop-

ers inspected 2,000 vehicles for fuel tax violations. Troopers also performed 141.5 hours of public relations outreach for a combined audience of 1,167 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 Conference (NESPAC) standards. The Canine Unit provides in-service training for canine teams from Auburn, Londonderry; Pittsfield; Bow, Wolfeboro, the Strafford County Sheriff's Department, and the NH Department of Corrections. 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 796 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

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 counter-

parts 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 the MET-Mobile Enforcement Team, which is involved in the interdiction of illegal narcotics trafficking.

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.

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.

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 as 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 eleven 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 and statistics, motorcycle braking and sliding, and spin analysis.

During the fiscal period from July 1, 2016 to June 30, 2017, unit members collectively conducted 74 investigations. Due to the increased case load, one of the part-time members had to be assigned temporarily to full-time status for several months. Of the 74 investigations, 36 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 the Major Crime Unit with one case. Of the 74 investigations during this time period 44 cases involved a fatal crash with the remainder of the investigations involving serious bodily injury.

The Crisis Negotiation Unit (CNU) responded to 14 calls for service in this fiscal year, which was an increase of three calls from the previous fiscal year. The nature of the calls ranged from a suicidal person threatening to leap from the Piscataqua River Bridge on Interstate 95 to negotiating with an armed female subject threatening her boyfriend and others with a firearm in the Town of Merrimack. The unit members responded to calls from Northumberland to Nashua and many towns in between. The CNU also joined the Special Weapons and Tactics Unit on several arrest warrant and search warrant service calls.

The Unit had a change in leadership during the fiscal year. Lt. Joseph Ebert left the Unit following twelve years of exceptional service. Staff Sergeant James Fogarty took over as Commander of the Unit. Trooper Charles Newton of Troop C joined the Unit, providing necessary negotiator coverage on the western side of New Hampshire.

The Drill Team - The NH State Police Drill Team is the Ceremonial and Honor Guard Unit for the Division of State Police. Each year, as the Division's Ceremonial and Honor Guard Unit, the NH State Police Drill team participates in events around the State and New England. Many of

these events are very well attended, giving the Division positive public relations visibility. These public relations events include parades, sporting events and civic ceremonies. The Drill Team is also tasked with participating and assisting in police funerals and memorials.

During fiscal year 2017 the NH State Police Drill team participated in 27 events, many of which were annual events. Some of the largest include the July and September NASCAR races, NH Police Standard and Training full and part-time graduations, the NH Police Memorial and two annual NH Fisher Cats baseball game in Manchester. This year the team also participated in the opening of the new FBI Building in Chelmsford, Mass., the Woman's Law Enforcement Leadership conference in Braintree, Mass., and the North Country Public Safety Award Banquet, which is an event we have attended since it began in 2008.

Amongst the other events we participate in each year are the Manchester St. Patrick's Day parade, the winter and summer Special Olympics, US Congressional Award Ceremony at the New Hampshire Police Standards and Training Council and the *100 Nights of Remembrance* closing ceremony held at the State Veterans Cemetery. This event is held on the 11th of September each year and is attended by several hundred people and numerous color guards.

The Drill Team was asked to come back to the Boston Celtics New Hampshire Day for the third year in a row. After presenting the colors at a regular season game in March, we were invited back for a playoff game between the Celtics and the Chicago Bulls in April.

In July, after having done two NH Fisher Cats baseball games in June, we were asked to return for the Eastern League All-Star game. We presented the colors alongside the Manchester Police Department and the ceremony included a fly-over by the State Police Helicopter.

In September, the Drill team had the honor of being pallbearers for Major R. Tuck (ret.). In February, we also assisted at the funeral for a Hudson police officer. Each year the Drill Team is asked to assist or participate in several police funerals. Although these events are unfortunate, it is a tremendous honor for us and we will continue to serve when asked.

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 75 D.A.R.E. officers in New Hampshire. The program was presented in 100 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 27th Annual State Police D.A.R.E. Classic 5K Road Race in May of 2017. The event raised approximately \$9,500.00.

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 2017 the DRE Unit also conducted 78 evaluations for prosecution. The Division currently has 36 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 agencies. The Explosives Disposal Unit has certified explosive detection canine teams available to respond anywhere in the State.

The Explosives Disposal



ABOVE: Colonel Robert L. Quinn, as well as newly appointed Colonel Christopher J. Wagner served as Director of the Division of State Police during the 2017 fiscal year. Captain Christopher Wagner was sworn in as colonel on October 10, 2016.

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 534 requests for service during the fiscal year, a reduction from the 648 recorded in the previous fiscal year. The substantial decrease between fiscal years 2016 and 2017 is due solely to dignitary protection missions associated with the presidential election cycle within New Hamp-

shire during fiscal year 2016. The Unit continues to see increases in requests to provide training to both police and fire departments 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, in-

cluding 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 7,314 new recreational boat operators, issued 4,869 mooring permits and 573 water event and slalom course permits, and investigated 78 reportable boating accidents and 14 drownings.

Marine Patrol also tested and licensed 528 new commercial boat operators, renewed 178 commercial licenses, issued 635 com-

mercial boat registrations, and inspected 528 commercial boats.

In addition, over 3,000 aids to navigation were maintained on our inland waterways, including navigation lights on bridges.

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 a 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 17,844 calls for service during the calendar year, including

875 psychological emergencies, 70 missing person or elopement incidents, 20 threats, 131 domestic violence order services, 2,508 alarms, 89 sex offender registrations, 17 arrests, 2,071 admissions, 163 to assist outside law enforcement agencies and other clinical calls for service.

The Peer Support Unit - The Peer Support Unit consists of one full-time counselor and eight part-time 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 well-being 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, seminars, informational campaigns and demonstrations presented by state police personnel. Law enforcement topics of interest range from alcohol and drug abuse, career days and fairs, drug recognition, K-9 demonstrations, motorcycle unit escorts, explosives disposal, prescription drug diversion, aircraft, parades, color guard, tours, safe driving, personal safety, internet safety, domestic violence, forensics, marine patrol, and federal motor carrier rules.

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 sixty-two 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 2017, the plane flew 148 traffic enforcement missions throughout the State, equating to approximately 438.8 hours of flight time resulting in 4,973 reported events. These efforts helped to remove some of the most aggressive drivers from New Hampshire's roadways. Out of the total, 27 were for speeding offenses over 100 MPH and 405 were for speed offenses over 90 MPH. The Unit also charged 27 individuals with operating after suspension and 30 individuals for reckless operation.

In fiscal year 2017, the state police helicopter flew 154 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 47 arrests for a variety of motor vehicle and criminal code violations.

The Special Events Response Team (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 2003, the Team has responded to 11 crowd and riot control events. Since 2009, the Team has responded to 14 search and rescue calls for service including three 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 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 24 troopers assigned to troop sta-

tions 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 coordinated 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. 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,



ABOVE: On January 14, 2017, members of the New Hampshire State Police worked in conjunction with the Manchester NH Police, Concord Police Department and Nashua Police Department to host an outreach event for those members of New Hampshire's Community, who are originally from the Democratic Republic of Congo. The purpose of this event was to afford community members the opportunity to interact with and ask questions of their police officers and state troopers and to allow law enforcement officials the chance to learn more about their culture and how best to serve them. The event was held at the Michael Briggs Community Center in Manchester.



ABOVE: Members of the New Hampshire State Police - Troop F, Thornton Police Department, Campton Police Department, and Waterville Valley Department of Public Safety embarked on a 21.2 mile run from Woodstock to Plymouth as part of the Special Olympics Torch Run that spans from the Canadian Border to the Seacoast for the Special Olympics Summer Games. The Torch Run was organized by State Police and completed in three hours.

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 (AG'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 from the AG's Office, a part-time intelligence analyst, an assistant attorney general, a victim/witness advocate from the 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-re-

lated 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 108 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 which began in Manchester last year, was introduced in other areas of the State. This operation has partnered NIU with local counterparts as well as with the U.S. Drug Enforcement Administration in an effort to stem the tide of the current opioid crisis.

The Drug Diversion Section of the Narcotics and Investigations Unit is responsible for investigating all diverted prescription medication cases and crimes such as doctor shopping or passing fraudulent prescriptions.

The State Police Narcotics and Investigations Unit continues to work collaboratively with all 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 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 Hampshire 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 RSA 651-F.

The Terrorism Intelligence Unit consists of a state police lieutenant, a sergeant, two troopers, and two intelligence analysts. All

personnel in this Unit are assigned to the NHIAC with the exception of the two troopers. One is assigned to the Joint Terrorism Task Force and one is assigned to the FBI Cyber Crimes 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 the FBI's eGuardian portal.

In fiscal year 2017, the Unit continued its presence in the New Hampshire office of the FBI by maintaining an assigned 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 participates in bi-monthly law enforcement analyst working group meetings that are hosted by the Northeast Regional Intelligence Group.

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 Terrorism Intelligence Unit is charged with processing intelligence reports and the Law Enforcement Name Search (LENS) reports dealing with individuals involved in criminal activity. During fiscal year 2017, the TIU received and processed 1,534 intelligence reports and de-confliction requests. The vast majority of arrest reports by state police personnel are also reviewed by the TIU. Tips and leads regarding criminal activity or wanted subjects are monitored and reviewed by the TIU. Tips and leads are phoned in or sent to the Investigative Services Bureau via the state police web portal, the NHIAC email and or the NABDOPE email. The TIU is responsible for vetting the information and forwarding the information to the appropriate ju-

risdictions for investigation.

The Terrorism and Intelligence Unit continues to develop and maintain the Law Enforcement Information Network Exchange (LINX), a central computerized criminal intelligence and 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 the NHIAC 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 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 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-crime and 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, or a natural or human-caused threat 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 RSA 651-F.

The NHIAC consists of a state police lieutenant, who serves as the Director of the NHIAC, a state police sergeant, four department 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, a national guard counter drug analyst, a part time program analyst and several intelligence liaison of-

icers from local law enforcement agencies that work on various levels with the NHIAC.

Intelligence and Information Liaison: The NHIAC maintains links to local, state and federal agencies throughout the nation and world, including INTERPOL, the Department 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 and intelligence sharing portals, including the Homeland Security Intelligence Network (HSIN), and the Nationwide Suspicious Activity 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 and criminal updates and officer safety and all hazards information to approximately 588 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 2017, the NHIAC disseminated 382 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 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 15 special events during fiscal year 2017. 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 participants.

Requests for Service: One of the primary missions of the NHI-

AC 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 in New Hampshire.

In fiscal year 2017, the NHIAC responded to 1,783 requests for service in reference to 7,497 entities (e.g., person, vehicle, telecommunications, etc.).

Critical Infrastructure and Key Resources Protection: One NHIAC analyst is assigned to work with the State Critical Infrastructure Protection Program (SCIPP). The SCIPP includes maintaining and updating the state critical infrastructure list, performing site assessments, recording and entering information collected into databases according to Protected Critical Infrastructure Information (PCII) requirements, and outreach to infrastructure owner and operators in the public and private sectors. The 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 observed throughout the Northeast region.

Protecting Civil Rights and Civil Liberties: The NHIAC carefully follows 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 to not be useful.

Activities are guided in this regard not only by the provisions of 28 CFR Part 23, but also by RSA 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 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 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 are certified part-time sworn troopers who provide assist division members with public relations events, communications, patrol, traffic control, and select background and criminal investigations.

The Communication 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 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 devices.

Unit personnel participated

in numerous significant projects during fiscal year 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 increase the two-way radio coverage capability for state police field personnel and to eliminate identified coverage problem areas and to provide improved mobile and portable radio communications.

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 system installations in NHSP cruisers.

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, 143,819 CHRI requests, 141,350

court dockets, 4,552 annulments, and 77,407 criminal and applicant ten-prints 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 with an expected completion date of December 2017.

Automated Fingerprint Identification System (AFIS) - The Governor and Council approved the Tri-State AFIS Service Plan to upgrade the AFIS. The improved algorithms will enable more matched latent – tenprint matches. System acceptance and implementation is expected in November 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, 55,204 crimes reported within the 43 National Incident Based Reporting System (NIBRS) categories. The recently upgraded NIBRS Reporting Repository has received FBI certification to report the State's crime statistics. All but nine of the State's law enforcement agencies are NIBRS reporting, with the UCR Section reporting for the remaining nine agencies.

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 Troop A and Troop 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 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 ensure 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 152 criminal justice agencies across the State.

During fiscal year 2017, unit personnel provided specialty instruction to 458 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 20.2 percent over the last year.

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 12,597 licenses. Of those, 10,459 were for non-resident concealed pistols. In addition, 124 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, 1,830 individual armed and unarmed licenses were issued after background checks, and 90 agency licenses were authorized.

The State Police Gun Line is operated within the Permits and Licensing Unit and received 58,599 calls from Federal Firearms Licensed dealers requesting background checks on New Hampshire residents purchasing handguns during this fiscal year. This was an increase of over 19 percent in one year and a 33 percent increase from 2012. In addition, the New Hampshire court system requested 366 background checks on pending

motions for the return of firearms after a seizure. The Permits and Licensing Unit performed more than 71,000 background checks during fiscal year 2016, representing an increase of 25 percent over the 56,000 completed in fiscal year 2016.

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 245 forms per week to be entered. Those updates are made on a weekly basis to the state police public website. This information includes a current warrant list and updated information on Offender's Against Children (Megan's Law), including the photographs of offenders available to the public. Through a diligent effort of focusing on the non-complaint report during this fiscal year, we have reduced the average number of offenders appearing on the list to 185.

Offenders must pay an annual \$50 registration fee. If an of-

fender 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 had an average of 100 offenders who failed to pay their registration fee each month. In order to combat the issue of non-payment, in 2015 we began a collection process to reduce the number of offenders who are failing to pay and attempt to recoup the funds. At the request of the Sex Offender Registry and in accordance with the statute, the Bureau of Hearings required offenders to report in for a hearing on a license suspension when they fail to pay their annual fee. We continue to be successful in this process and as such, during the 2017 fiscal year, collected more than \$145,000. This collection has reduced the number of offenders failing to pay their 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 verifications each year. Close to 2,500 of those verifications were done in person by a trooper. The remaining were sent by certified mail.

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 an average of 200 hearings a year for either a fee waiver request or equivalent offense dispute and additionally testifies before the 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 6,407 offenders, which is an increase of 280 offenders since July of 2016. Of the total number of offenders, 2,822 are actively registering throughout the State of New Hampshire with their local jurisdictions. We have a total of 2,491 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 in regards to 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. Between 2016 and 2017, four legislative changes were created that impacted the registry and its productivity. The Department held a statewide training that brought in more than 175 law enforcement officials to learn about the new changes to the registration requirements.

The Executive Security Unit is responsible for the protection and transportation of the Governor and the First Family. The Unit also strives to provide protection and 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 Di-

rectors 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 and toolmarks, latent impressions (i.e., finger and 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 50 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.

The Forensic Laboratory, concurrent with widely publicized increases in overdose deaths, continued to analyze samples submitted as suspected heroin that either contained fentanyl mixed in with the heroin or fentanyl and diluting materials. The Forensic Laboratory is now documenting fentanyl in the

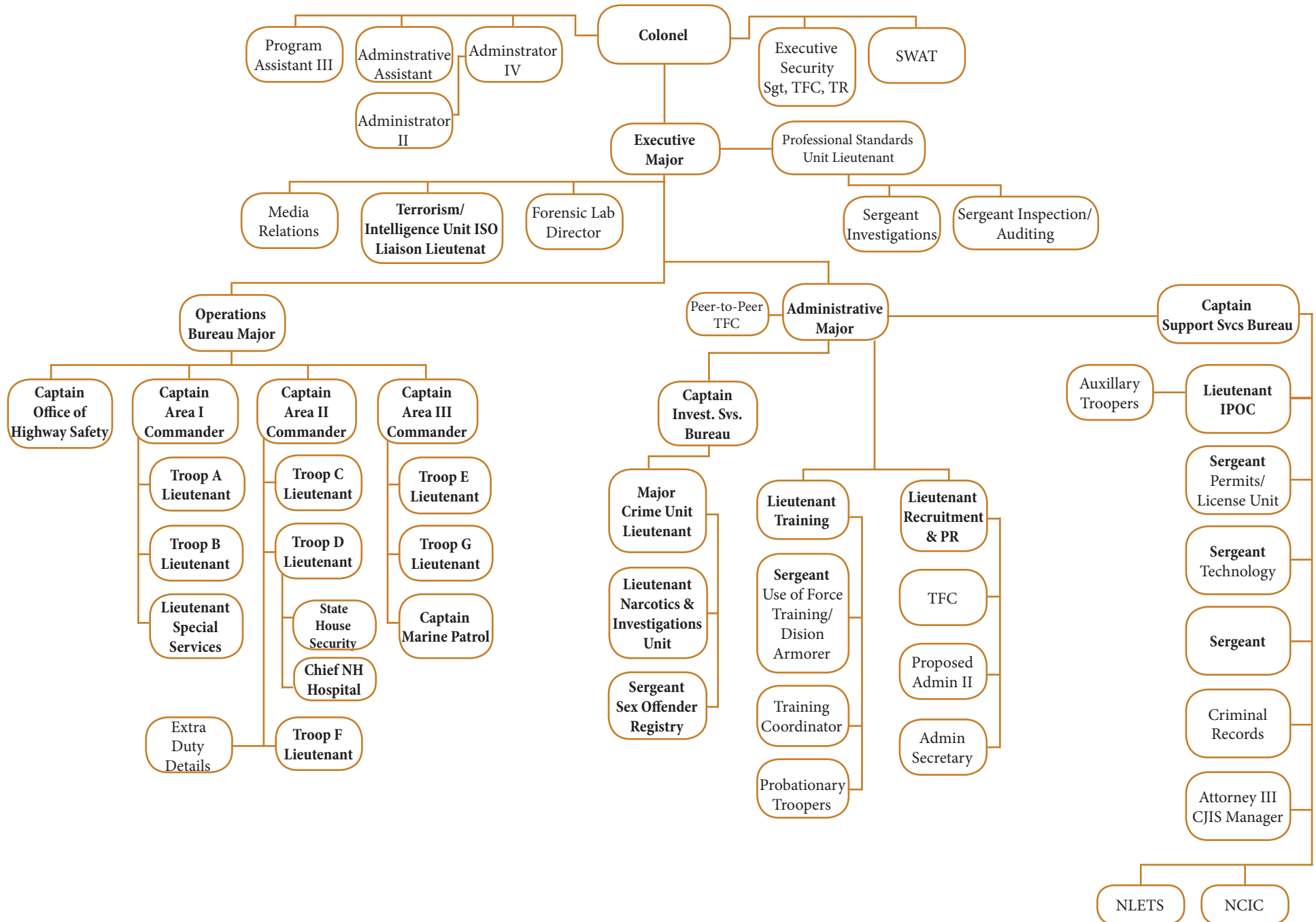
vast majority of cases where heroin was once suspected. Neither the officers, nor the users, have any exact knowledge of what the small packets of white powder contain. In late April 2017, the Forensic Laboratory documented the first confirmed case of carfentanil. As of July 31, 2017, there have been a total of 41 confirmed carfentanil cases. 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

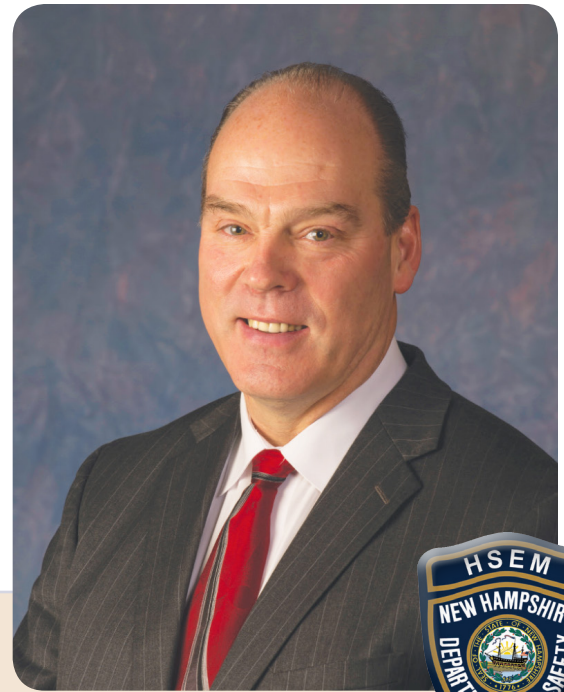
Unit of the Division of State Police is responsible for maintaining the Professional Standards of Conduct Manual; conducting administrative investigations regarding complaints made against division members, generated both internally and externally; and investigating and reviewing all use-of-force incidents 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 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 disaster and maintains the capability to respond to them whenever and wherever they occur.

In fiscal year 2017, the Division of Homeland Security and Emergency Management...

- awarded 81 emergency management performance grants totaling \$1,875,609;
- awarded \$575,062 in hazard mitigation grants;
- awarded \$902,544 in pre-disaster mitigation grants; and
- activated the Emergency Operations Center 26 times and coordinated the response to 10 weather incidents, including the March 14 severe winter storm for which President Trump declared a major disaster for Belknap and Carroll Counties.

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.

The strategic priorities of the Division of Homeland Security and Emergency Management are preservation of life and property, ensuring critical services the state depends on are continually provided, ensuring emergency personnel and stakeholders are properly trained and equipped to accomplish their expanded duties during a major emergency or disaster, making the most effective use of available funding and resources to reach our mission and accomplish our goals, and maintaining an unmatched level of customer service for the State and local agencies regardless of challenges.

HSEM's staff of 41 full-time and 15 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, public information officer and financial administrators. Administration 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.

A Presidential Disaster Declaration - On June 1st, 2017, President Trump declared a major disaster in New Hampshire due to the March 14, 2017 severe winter storm for Belknap and Carroll Counties. In addition to authorizing Public Assistance (PA) for those two counties, the declaration also implemented the Hazard Mitigation Grant Program (HMGP) statewide. The Federal Emergency Management Agency (FEMA) provided a thirty (30) day initial estimate of \$256,008.00, \$11,935 of which is designated for State Management Costs. Currently, HSEM has provided eligible subrecipients with application packages for completion by February 1, 2018.

The Operations Section monitors day-to-day incidents, activities and events within New Hampshire that could require a State response and ensures that HSEM maintains a high degree of readiness. The Section maintains and operates the State Emergency Operations Center (SEOC) with a staff of 10 full-time employees. The SEOC serves as the command and control center for the State during an emergency and supports interagency coordination and statewide executive decision-making authorities.

In fiscal 2017, the SEOC

was activated 26 times in response to disasters, special events and exercises or drills, including 10 weather events.

The Operations Section also is responsible for the Division's fleet vehicles, mobile communications, duty officer program, logistics, safety, Emergency Management Assistance Compact (EMAC), International EMAC, WebEOC, updating, posting and publishing the Emergency Support Function roster, and the Radiological Instrumentation and Calibration (RIMC) Shop.

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

WebEOC is the State's disaster management system utilized to manage large-scale events 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 public safety entities at the local, state and federal levels, including critical infrastructure partners. In fiscal 2017, the Operations Section provided 50 WebEOC training sessions for HSEM's response partners.

The RIMC Shop provides for the maintenance, calibration, distribution and training for all

state issued radiological equipment for the purpose of protecting New Hampshire citizens against the harmful effects of ionizing radiation.

The Training and Exercise Group works with State and local partners and stakeholders to provide a regional, all-hazards approach to emergency preparedness and management. The Group consists of a state training officer, two state exercise officers and a program assistant support staff member who work together to provide grant- and non-grant-funded exercises and training utilizing the Homeland Security Exercise and Evaluation Program (HSEEP) format. During fiscal year 2017, the group facilitated 31 exercises and workshops, including functional exercises, full-scale exercises, training games, table top exercises and workshops.

Among the federal training provided, the Training and Exercise Group provides the Emergency Management Academy that focuses on providing emergency management directors and other emergency management practitioners with training they need to effectively handle emergencies.

HSEM exercises follow an all hazards concept where the actions and outcomes for a specific exercise can be used in numerous types of emergencies and disasters. The following typify the variety of exercises HSEM helps to facilitate:

- **Active Shooter and Secure Campus-** These exercises test the emergency response plans, incident management and evacuation/lockdown procedures for a specific discipline. An active shooter event is defined as an individual or individuals actively engaged in

killing or attempting to kill people in a confined and populated area. HSEM has conducted these exercises in schools, places of assembly and in a public private partnership with large retail centers within New Hampshire.

- **Bomb Threats-** Although a bomb has never been found in a New Hampshire school after a communicated threat, it is imperative that each threat be taken seriously and that each school has a Bomb Threat Response Plan as part of their All hazards Plan. These exercises test planning and preparation, threat assessment, shelter-in-place/evacuation, public safety response and searches of the building.

- **Evacuation and Reunification-** In this type of exercise, school staff are tested on their knowledge and implementation of evacuating students during an emergency to an off-site location where their transportation plan, student accountability, security and reunification site logistics and set-up are evaluated.

- **Recovery-** This type of exercise tests a community's plan to recover after a major catastrophe. The recovery plan is evaluated by the following capabilities: damage assessments, operational coordination in reinstating life functions, environmental response/health & safety, mass care and shelter, housing, and economic recovery.

- A new addition to assist our customers is the use of board games. These games are an efficient training tool that are quick and inexpensive to execute, but cover the core response capabilities. The games are designed to be used at the local level for all hazard plans ranging from active shooter to evacuation and lockdown to weather disasters. Game kits are

available for loan and include task sheets, incident management job aids and maps.

The Technological Hazards Section is responsible for New Hampshire's Radiological Emergency Response Program. This Section is staffed by four 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 for radiological emergency response.

These coordination efforts are necessary to ensure that adequate capabilities exist to prevent, protect, respond to and recover from radiological accidents involving the two nuclear power plants, Vermont Yankee and Seabrook Station.

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

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, manmade, technological or nuclear disasters and emergency situations. The Section is staffed with nine full-time personnel who serve the 234 New Hampshire communities.

Field services 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



ABOVE: Ready, the Emergency Preparedness Chinook, visits school kids across New Hampshire to let them know how they can be ready for a disaster. Ready always has his bright orange emergency kit on his back.

are handled properly.

Field Services Representatives supported the programs of HSEM and assisted the communities and other assigned agencies with a variety of items, including grant applications, hazard planning, technical assistance, drill and exercise support, and distribution of awareness campaign materials.

Field Services assists with updating Local Emergency Operations Plans (LEOPs). 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 outlines the planning assumptions, policies, concept of operations, organizational structures and specific assignments of responsibility to the local departments and agencies involved in coordinating the local, state and federal response activities.

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

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 critical administrative and management functions related to federal grants for hazard mitigation, assistance to local emergency management efforts, and disaster aid. The Section also operates an emergency planning program for New Hampshire schools and pro-

vides 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, State Hazard Mitigation Plan, the State's Preparedness Report and the Threat Hazard Identification and Risk Assessment (THIRA).

The State's Preparedness Report and the Threat Hazard Identification and Risk Assessment follow five mission areas, 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. These mission areas and core capabilities are identified by the National Preparedness Goal. The THIRA is used to identify capability targets that support the National Preparedness Goal. The State Preparedness Report (SPR) is an annual self-assessment of state preparedness sent to the Federal Emergency Management Agency (FEMA). Currently, an SPR is required from any state or territory receiving federal preparedness assistance administered by the Department of Homeland Security (DHS).

The School Security Program is tasked with increasing the safety and security of New Hampshire's school children, the State's most precious asset. The Program accomplishes this mission by providing voluntary assessments of Kindergarten through grade 12 schools in NH. The assessments evaluate three physical security capabilities: surveillance, access control, and emergency alerting. These physical security capabilities are

effective in increasing physical security at schools and serve as a starting point for security measures. These capabilities are most effective when they are employed together as they form the three-pronged response to a school's security profile.

Since July 1, 2016, HSEM's Planning Section has awarded \$1,875,609 in Emergency Management Performance Grants, \$575,062 in Hazard Mitigation Grants, and \$68,500 in Pre-Disaster Mitigation Grants.

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 percent federal and 50 percent local cost match (i.e., cash or in-kind) requirement. Current program guidance lists the following projects as high priority: the development or update of Local Emergency Operations Plan (LEOP), development or update of Continuity of Operations Plan (COOP)/Continuity of Government Plan (COG), equipment to support or enhance the capabilities of primary EOCs, backup power for primary EOCs, backup power for primary shelters, backup power for water & sewer treatment facilities, backup power for critical communication structures (i.e., towers with communication equipment), and school emergency notification software for public schools and law enforcement agencies.

During 2017, 81 Emergency Management Performance Grants (EMPG) were awarded to 71 communities, two state agencies, a university, four school districts, a private non-profit, a county, and a chiefs' association. The EMPG

funds assisted with a variety of projects, including projects related to communications, generators, local emergency operations plans, a waterfront emergency response plan, local emergency operations center enhancements, shelters, school emergency notification, conferences and tactical flight training. EMPG grants totaled \$1,875,609.

Hazard Mitigation Planning - 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.

Local hazard mitigation plans are required to be updated every five years and are encouraged to be updated annually or after each hazard event. Hazard mitigation plans are required for receiving types of federal grants. During the 2015 year, HSEM requested the authority to approve hazard mitigation plans at the state level through Program Administration by States (PAS) which is a provision of the Hazard Mitigation Grant Program (HMGP). HSEM had a joint review period of six months to work towards approving hazard mitigation plans at the state level, which will provide benefits to FEMA,



ABOVE: Fallen trees caused by the March 14, 2017 severe winter storm. On June 1st of 2017, President Trump declared a major disaster in New Hampshire due to the storm for Belknap and Carroll counties. In addition to authorizing public assistance for those two counties, the declaration also implemented the Hazard Mitigation Grant Program statewide. The Federal Emergency Management Agency provided a thirty day initial estimate of \$256,008.

HSEM, and the communities in the State. New Hampshire Homeland Security and Emergency Management (HSEM) completed its joint review requirements with FEMA in September 2016. As of December 5, 2016, the State of New Hampshire became the second state in the nation to receive Program Administration by States (PAS) and now maintains the authority to formally approve all local hazard mitigation plans.

During fiscal year 2017, HSEM conducted 39 initial reviews of plans, not including the number of communities that had

plans requiring secondary and tertiary reviews, and awarded formal approvals for 46 communities. During the 2017 State Fiscal Year, a total of 215 out of the 234 communities had a current FEMA approved hazard mitigation plan. Three communities did not have a hazard mitigation plan.

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 programs. 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 requires a 25 percent match and assists with flood mitigation activities such as acquisition of property, and elevation and drainage improvement projects.

The Pre-Disaster Mitigation Grant (PDM) program is designed to assist States, Territories, Tribal governments and local communities to implement a sustained pre-disaster natural hazard mitigation program or planning to reduce the overall risk to the population and structures from future hazard events, while also reducing reliance on federal funding in future disasters. Projects must go through a nationally competitive process. PDM is funded and authorized by Section 203 of the Stafford Act, 42 U.S.C. 5133. Funding is typically provided annually and is subject to the availability of appropriations set forth by congress. This program is a 75/25 percent cost share. FEMA may fund up to 75 percent of eligible costs of each project. The 25 percent match must be provided by the grantee, which can be a combination of hard and/or in kind match. Federal funds cannot be used to match federal funds, with the exception of the grant program under the Community Development Block Grant program through the Department of Housing and Urban Development.

The Hazard Mitigation Grant Program (HMGP) provides grants to states and local governments to implement long term hazard mitigation measures. The HMGP is authorized under

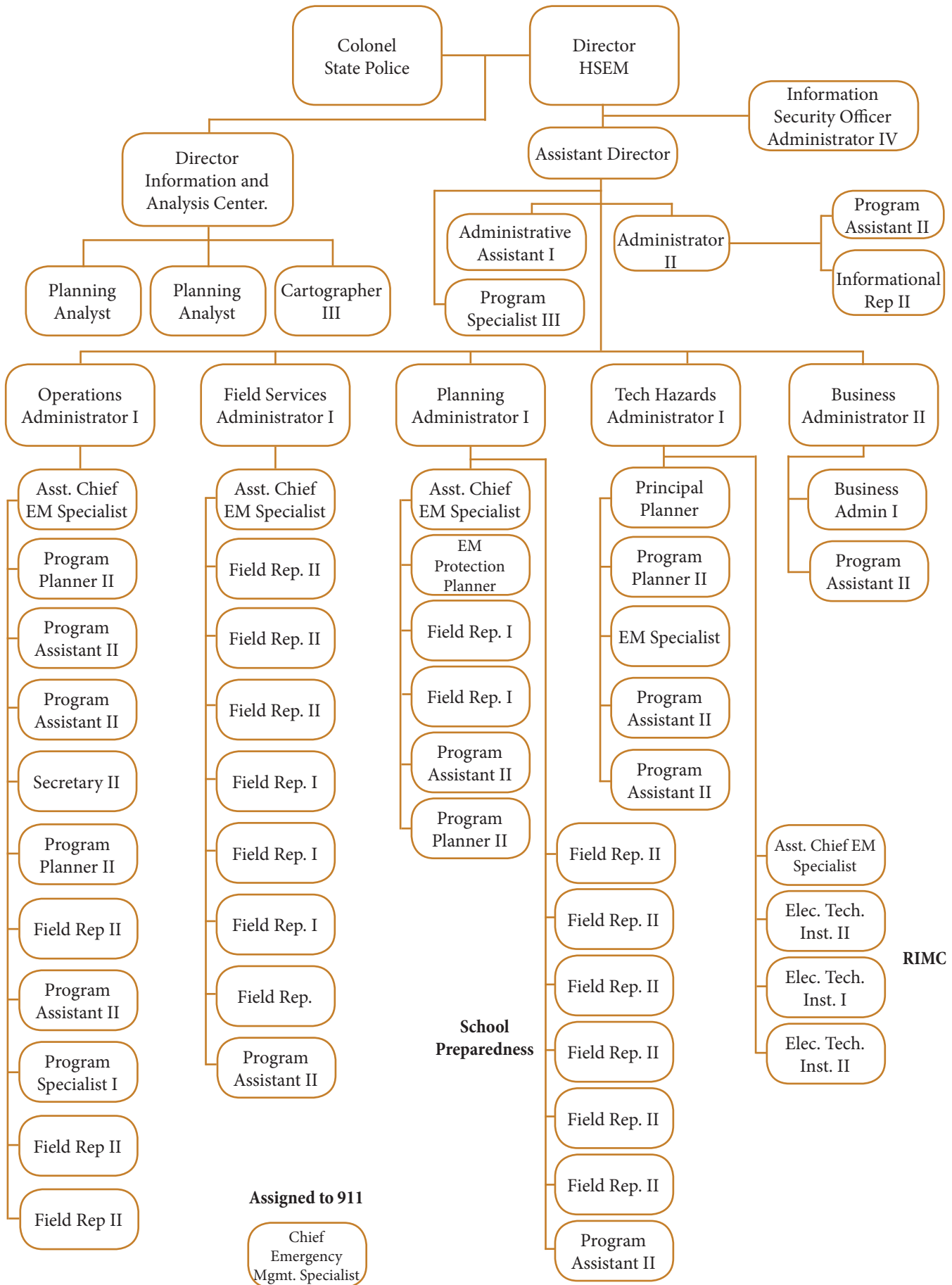
Section 404 of the Stafford Disaster Relief and Emergency Assistance Act. This program is only available when authorized under a Disaster Declaration in the areas of the State requested by the Governor. The Governor has the authority to request hazard mitigation statewide. The total amount of funding available to the applicant is based upon the estimated total of federal assistance and is subject to a sliding scale. The amount provided is up to 15 percent of the first \$2 billion of aggregate amounts of disaster assistance. These funds have been used across the State to help reduce the risk of hazards and increase whole community sustainability and resiliency long term. This program is a 75/25 percent cost share. FEMA may fund up to 75 percent of eligible costs of each project. The 25 percent match must be provided by the subrecipient, which can be a combination of hard and/or in kind match. Federal funds cannot be used to match federal funds, with the exception of the grant program under the Community Development Block Grant program through the Department of Housing and Urban Development.

On June 1st, 2017, President Trump declared a major disaster in New Hampshire due to the March

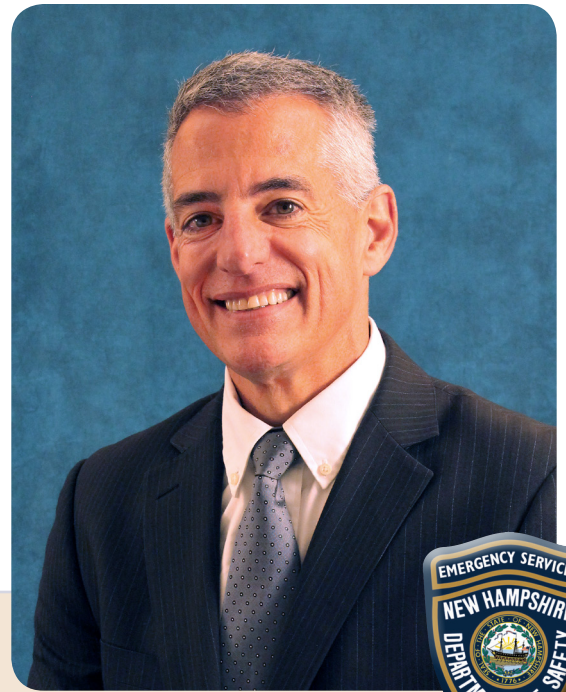
14, 2017 severe winter storm for Belknap and Carroll Counties. In addition to authorizing Public Assistance (PA) for those two counties, the declaration also implemented the Hazard Mitigation Grant Program (HMGP) statewide. The Federal Emergency Management Agency (FEMA) provided a thirty (30) day initial estimate of \$256,008, \$11,935 of which is designated for state management costs. Currently, HSEM has provided eligible subrecipients with application packages for completion by February 1, 2018.

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, 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 Mark E. Doyle



MISSION STATEMENT

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

In fiscal year 2017, the Division of Emergency Services and Communications...

- processed 436,080 E9-1-1 calls consisting of approximately 74 percent wireless, 12 percent VoIP, and 13 percent landline calls, with the remainder unclassified;
- performed 1,385 exigent requests for law enforcement;
- performed 781 requests for judges to issue emergency orders;
- located emergency sign language interpreters for law enforcement nine times;
- provided quality assurance by reviewing 3,686 medical cases and 9,650 police and fire transfers with an average score of 98 percent; 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 Mark Doyle, 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, and the Bureau of State Police Communications Maintenance.

On December 2, 2016, Bruce G. Cheney retired as the Director of the Division of Emergency Services and Communications. Director Cheney initiated the State's 9-1-1 system in 1993 and led the agency for 23 years. Governor Chris Sununu nominated former Merrimack Police Chief Mark E. Doyle to succeed Director Cheney in May 2017. Following Governor and Council approval of the nomination, Director Doyle began his tenure with the Division on June 9.

The Bureau of Emergency Communications (BEC) provides instant access to police, fire and emergency medical assistance from any wired, cellular or VoIP telephone 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, outreach and education, workforce development, projects and planning, general support of the Division's sections (i.e., PSAP, IT, Mapping/GIS, Special Projects, and Radio Communications Maintenance), and legislative interaction. Activities include ordering, payment processing, inventory control, expenditure tracking, Governor and Council contract preparation, and various human resource functions.

Outreach and education 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 2017, the Section conducted 28 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 at 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.

Fiscal year 2017 was a year of change for the Operations Section as the majority of the software and hardware used to process 9-1-1 calls was changed. This necessitated the temporary closing of the Laconia PSAP from June through mid-October followed by the closing of Concord three weeks later until mid-December. These updates required the training of 58 telecommunications specialists I and II, 12 supervisors and the Training Department in new computer-aided dispatch (CAD), mapping software and call processing equipment. The system is IP based, therefore calls connect to the various dispatch centers instantaneously allowing decreased call processing times by five to six seconds. It also delivers calls to telecommunicators faster, decreasing the perceived ring time on the caller's end.

In January 2017, in addition to a protocol change regarding cardiac arrests, the Operations Section instituted a parallel notification system on cardiac arrests. By having a partner who is not on another call



ABOVE: A celebration of life was hosted at the Laconia 9-1-1 center honoring 9-1-1 Telecommunicator Chris Stimpson. On March 11, 2017, Chris helped parents Robert and Stephanie St. Peter from Moultonborough deliver a healthy baby boy. On March 22, 2017, Chris provided lifesaving medical instructions to Mark Stevens from Belmont for his 16 year old son, Derek. Both families along with Moultonborough Fire/Rescue, Stewarts Ambulance and Belmont Fire Department attended the celebration.

notify EMS of an arrest, the original call taker is able to begin CPR instructions up to a minute sooner. This gives us a head start on the soon-to-be-released Telecommunicator CPR (T-CPR) standards from the American Heart Association. More importantly it allows for decreased time until compressions are started. For every minute that CPR and or defibrillation is delayed, the chance of that patient being successfully resuscitated is decreased

by 10 percent. So, minimizing the notification time is critical to favorable patient outcome.

The two PSAPs processed 436,080 9-1-1 calls in fiscal year 2017 consisting of approximately 74 percent wireless, 12 percent VoIP, and 13 percent landline calls. ‘Text to 9-1-1’ service was implemented in January 2015 and was utilized 429 times in fiscal year 2017. These calls ranged from callers wanting to confirm that texting

worked to an abduction, a home invasion and even a caller reporting the person driving the car she was in was operating under the influence.

The Operations Section performs a large and growing number of complex functions and support services to assist both callers and public safety agencies throughout the State. In fiscal year 2017, Operations performed 1,385 exigent requests. Exigent circumstance



ABOVE: Wayne and Meredith Goertel of Hooksett visited the 9-1-1 center on March 13, 2017. They met 9-1-1 Telecommunicator Amy Harrington who helped them deliver their baby over the phone on February 27, 2017.

subscriber requests occur when location and subscriber information 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 781 judge requests in fiscal year 2017. These are for 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, courts, hospitals, etc. Operations performed this service nine times in fiscal year 2017. 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 1,367 times in fiscal year 2017 requesting 45 different languages. Spanish was requested the most at 711 times; Kinyarwanda and Arabic were the next closest with 91 and 86 calls respectively; followed by 82 requests for Swahili; and 78 requests for Ne-

pali. The majority of the Division's interpreter requests were to process 9-1-1 calls, but many were to assist the emergency services 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 automatically calls and plays a customized message for landline telephones and cellular phones that have subscribed to the service. In fiscal year 2017, the system was deployed 27 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 a compact disc. In fiscal year 2017, the Division received 1,023 requests for PSAP call records.

The Quality Assurance Team reviewed 3,686 medical calls in fiscal year 2017. The supervisors reviewed 9,650 police and fire transfers with an average score of 99.73 percent. Transfer times from cellular phones averaged 54.6 seconds and transfer times from landline phones averaged 41.42 seconds.

The Training Unit conducted two 16-week classes for new hires along with one 24-hour Communications Training Officer Certification during fiscal year 2017. Lo-

cal dispatch agencies were among those who attended those sessions. There were 54 monthly continuing education programs offered for all shifts in both PSAPs.

In April of 2017, 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. The Bureau's 2016 EMD of the Year also attended the conference.

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 across 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 information 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 2017, the Section completed the installation of new Customer Premise Equipment (CPE) at both 9-1-1 call centers; continued changing our network infrastructure and migration of internal systems; upgraded our existing electronic mail system; completed the implementation to the National "Q" service; upgrad-

ed internal systems supporting the GIS functions of the Division; and began deploying new GIS software to the local dispatch agencies' CAD systems. Additionally in fiscal year 2017, the organizational structure changed, putting the Data Operations Support and Special Projects & NH VIEWW sections under the IT Manager for consistency and continuity of the Division's technical services group.

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 implemented new systems to support the switch to 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 began in the previous fiscal year but was not completed until this year.

System Virtualization and Migration – During fiscal year 2017, the Division further advanced the deployment of virtualized systems, taking older systems offline and rolling those systems into the virtualized environment. The Division continues to see increased benefits from this conversion including, but not limited to, additional survivability, performance increases, consolidated management, reduced power consumption and an extended equipment use cycle.

9-1-1 Next Generation CPE – During previous fiscal years, the Division submitted two RFPs to acquire systems supporting the future of 9-1-1 emergency service requests and calls. The second RFP

was for a NG9-1-1 compliant system to replace the current 'end of life' call-handling systems or CPE. The contract was awarded to New Hampshire-based AK Associates 9-1-1 in March 2016. Both the Concord and Laconia PSAPs were turned live and fully operational during fiscal year 2017. The system is designed to meet currently established NG9-1-1 standards as well as prepare the Division for standards still not yet established by the industry.

Upgraded and new GIS systems – The GIS departments received new hardware and software, which included a test system to prepare custom software for compatibility with Windows version 10. The remote dispatch centers using the DESC-provided Valor CAD systems are receiving a new mapping solution integrated with the CAD. The upgrades are still in progress and will, in the future, require new and additional hardware to support the need for higher processing power.

Moving into fiscal year 2018, the Section will continue to harden systems, look to finish deployment of the new GIS platform, upgrade the existing 9-1-1 database systems, upgrade hardware at remote site dispatch centers, and look to further enhance the current 'Text-to-9-1-1' service.

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 625,000 locations of addressable attributes such as houses, businesses, hospitals, police stations, fire stations, campgrounds, etc. In fiscal year 2017, the Data Operations Support Section added more than 33,000 points to the database bringing the total number of fully collected cities, towns and unincorporated areas up to 247. 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 or suite. Currently, the DESC has collected this NG9-1-1 detailed address information in 202 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 more than 20 different local telecommunications providers in New Hampshire. In fiscal year 2017, the Database Unit processed more than 4,500 service order files for a total of more than 411,000 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. DESC 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 DESC 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 DESC op-

erates 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 Te-



ABOVE: 9-1-1 Telecommunicator Tobitha Eades answers 9-1-1 calls at the Laconia public safety answering point.

lephony Emergency Preparedness (S.T.E.P.) mapping project just completed round one of telephone audits at every public school building in the State. Data Operations personnel visited schools throughout the State and made several test calls from each building. Reports were generated classifying each call as “Passed”, “Deficient” or a “Critical Failure” along with short-term and long-term recommendations. Data Operations has started round two of this process where reports will be updated with any changes or improvements that have been made and send a copy of each report to the individual principals of each school.

The next phase will be to reach 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. 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 Special Projects & NH VIEWW Section collects geo-

graphic 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 Concord and Lacoconia PSAPs. This 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 and data for the PSAPs and local dispatch centers that include highway reference maps, high-incident areas such as Lake Winnepesaukee, and popular recreation areas in the White Mountain National Forest, and other recreation areas.

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 program as new cellular towers are installed and updated throughout the State. Annual 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 EMDs in locating callers using E9-1-1, as well as the local dispatch and response agencies in directing appropriate resources to the scenes of incidents. They have also proven to be a valuable resource for emergency planning and prepa-

ration activities.

Each year the Unit revises special event map products and data sets for events such as NA-SCAR races, Motorcycle Week, and other events that draw large crowds. In fiscal year 2017, the Unit maintained and expanded this service to other public gathering event areas throughout the State.

The Unit continues its work 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 fiscal year 2017 has brought us through Belknap and Merrimack counties. There are now more than 5,000 miles of trails and more than 1,400 addressed trail junctions in the emergency response data system. Many other important locations such as 24-hour accessible wired phones, emergency helicopter landing zones, and landmarks continue to be addressed according to E9-1-1 addressing standards and are added to the geographic database.

The use of all-terrain vehicles (ATVs) is increasing. The Unit continues to work 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 Unit 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 plan maps each year. The plan maps provide emergency respond-

ers with detailed maps of important town features such as municipal buildings, traffic control points and evacuation routes in areas surrounding Seabrook Station.

The Unit continues to assist divisions within the Department of Safety (DOS), including HSEM, with digital and paper displays of response-relevant data during State Emergency Operation Center (SEOC) 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 continued cooperation with HSEM, fiscal year 2017 maintained the embedded support of GIS in the New Hampshire Information and Analysis Center (NHIAC) where the ongoing efforts of the DESC are leveraged to support day-to-day public safety operations and subsequent issues, as well as geographically-based analytical products for all public safety stakeholders.

The Unit continues to develop and support New Hampshire Visual Information and Emergency Watch Web (NHVIEWW), a web-based interactive mapping interface. In addition to continued deployment across the Department of Safety, NHVIEWW has been deployed to New Hampshire State Police Communications 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. NHVIEWW leverages the substantial geographic data collected and maintained by the DESC to visually answer the question "Where?" It contains the foundations for reporting and notification to appropriate public safety groups for increased



ABOVE: On Thursday, February 16, 2017, 9-1-1 call taker, Lisa Boone-Grantham received a commendation at a ceremony in Laconia for her part in a 9-1-1 call for help from a little boy calling for his father. The boy, his father and representatives from Laconia Fire Department and Laconia Police Department were on hand to recognize the team effort.

situational awareness. The system incorporates tools for public safety officials to use for planning and response purposes. The NHVIEWW platform is also allowing agencies to share and maintain geographic data for daily operational use

through a single map interface.

The statewide school safety and security mapping project, which produced a consistent, multi-scale paper map set of each of the 485 public schools in the New Hampshire in fiscal year 2013, con-

tinues to be maintained as an element of school safety and security programs. Fiscal year 2017 closed with a complete update of all maps from the fiscal year 2015 Statewide Imagery collection to capture all changes to school building footprints since the last collection in fiscal year 2010. The map sets are being utilized by local public safe-

ty agencies for school safety planning and exercises in both paper and digital formats.

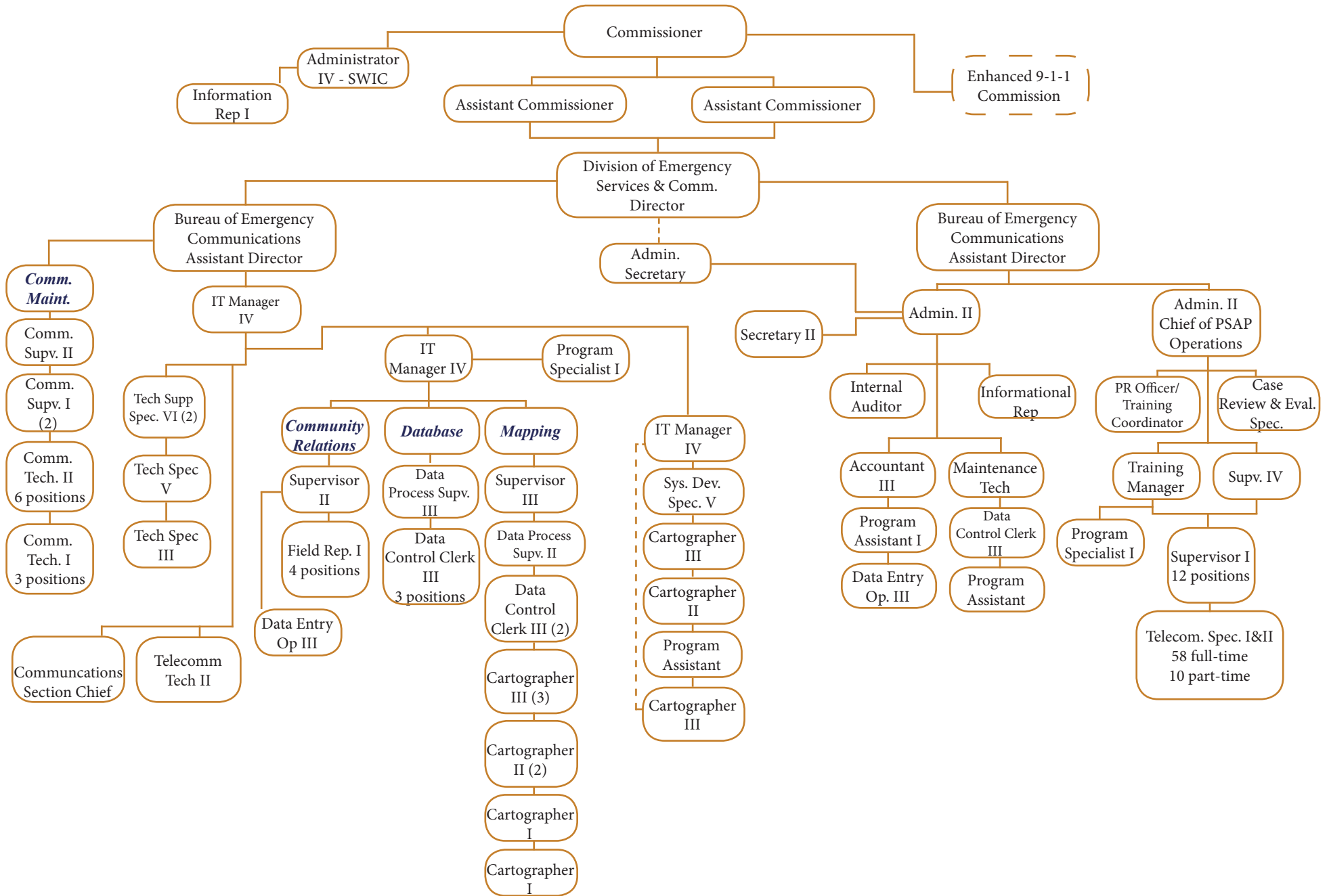
The Unit has been providing geographic support and analysis for state, regional and local stakeholders involved in the development of FirstNet options for New Hampshire.

The Unit, on behalf of the

DESC, received a Special Achievement in GIS award at the Esri International User Conference for the integration of automatic vehicle locations with highly specific geographic data for emergency call location and response visualization for emergency response dispatchers and first responders.

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. We are committed to professionalism, integrity and respect.

In fiscal year 2017, the Division of Fire Standards & Training and Emergency Medical Services...

- received a Federal Assistance to Firefighters Grant, making it possible to purchase training equipment and materials for firefighters and EMTs;
- took delivery of a new fire engine for firefighting training and driver operator training;
- developed a metric to track patient improvement after receiving naloxone (i.e., Narcan);
- enrolled 19,986 students in various courses;
- issued 1,885 certifications; and
- licensed 5,264 EMS providers, 305 services, and 464 ambulances.

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 first responders made up of municipal, non-profit, volunteer, and on-call fire and Emergency Medical Service (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 the 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. The facility continues to serve the departments in the North Country as well as other New Hampshire

agencies including the Fire Marshal's Office, Homeland Security and Emergency Management, Federation of Forest Fire Wardens, and the Federation of Mutual Aid Districts.

The Division's budget for fiscal year 2017 was \$7,179,954. 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 the Division, the Fire Marshal's Office, and a percentage of the Division of Homeland Security and Emergency Management's budget.

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. The 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 campuses in Concord or Bethlehem.

Firefighter Entry Level Testing Procedures are conducted by the Division and the results are used by fire departments throughout the State. Written testing indicates a candidate's ability to learn the basic skills of fire training and education. The testing includes a general knowledge 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 complete an agility course of eight specific tasks that are highly relevant skill sets for firefighting. In response to customer requests, this year we will hold three testing dates for the CPAT; April, June, and September.

Enrollment to compete in this testing process is consistent with last year's levels with about 300 people signed up. Fiscal year 2017 saw a slight decrease in female applicants (i.e. from 11 to eight females) and a decrease in paramedics (i.e. from 31 to 24). Once a candidate has passed both the written and physical agility tests, the candidates contact information and scores are placed on a statewide 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 applied for an 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 AFG eligible partners.

Last year, the AFG was used to purchase a powered stretcher for the ambulance, new breathing air compressor, live fire training props, 15 lead cardiac monitor, high fidelity trauma manikin and additional personal protective equipment for a total of \$439,824.

This year the Division was preliminarily awarded an AFG grant for \$172,171 with a FEMA share of \$149,714. Receipt of the funds is contingent on final state approval.

In the Assistance to Firefighters Grant, the Division requested funds to purchase a fire hose, computers to enhance training, teleconferencing equipment, an emergency services grade personal protective equipment washer and dryer, and EMS simulation equipment. These items will be purchased with 100 percent federal funds. This equipment will replace old, worn equipment, enhance our current training capabilities, and expand our ability to bring high quality training to first responders.

The Division continued to work with our Federal Aviation Administration liaison, the Aeronautical Division of the Department of Transportation, 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.

Firefighter Training The

Division continued to offer entry level firefighter training as well as specific technical rescue courses including Rescue Skills, Rescue Systems I, Technical Trench Rescue, Technical Rope Rescue Operations, Technical Confined Space Rescue, and Water Rescue courses. We continue to receive federal training grants to keep these program offerings in the State.

The Division offered the International Association of Fire Fighters (IAFF) Fire Ground Survival Program. This life-saving course was offered to our State's first responders. Additionally, current Hazardous Materials team members were offered a much-needed 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.

The Division enhanced our industrial training programs hosting the Propane Gas Association's emergency training, Seabrook Station Nuclear Power Plant firefighting training and delivering fire extinguisher and CPR courses. In addition, we have collaborated on providing courses covering National Fire Protection Association (NFPA) electrical safety and California Mountain Company (CMC) rope rescue courses.

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 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 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 305 New Hampshire EMS services with more than 5,200 EMS providers who entered 245,090 EMS incident records. Currently, there are nearly two 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



ABOVE: The Division of Fire Standards and Training & Emergency Medical Services continued 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.

meet and exceed standards set forth for trauma care.

In 2016, the State participated in a voluntary assessment of our capabilities by the American College of Surgeons. From this assessment, recommendations were given to the TMRC. The TMRC has started to implement some of the recommendations, such as developing education for emergency medical service providers about the New Hampshire trauma center levels and how to use this information to triage patients or decide which hospital is most appropriate. Additionally, it was recommended that FSTEMS devote additional trauma resources at the Bureau, including a trauma systems manager posi-

tion. In an effort to fill some of this need, a part time position was created to assist with not only trauma, but also other time sensitive clinical care, such as strokes and cardiac arrests.

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 (the most advanced), two Level II designations, seven 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. While midcycle changes can occur, they are formally reviewed, edited, and released every two years. The next edition is scheduled for release in late 2017.

The Automated External Defibrillation (AED) Project is one of the Bureau of Emergency Medical Services' (BEMS) 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 the BEMS' 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 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 pur-

chase opportunity is available to any New Hampshire organization.

The Bureau also provides the New Hampshire Division of Emergency Communications (NH 9-1-1) with AED location information for inclusion in their call 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 and the Department of Health and Human Services, Division of Public Health Services to develop a 'HeartSafe Communities' designation program for local communities. The intent is to promote public CPR and recognize the availability of accessible AEDs statewide. To date, there are 33 HeartSafe Communities in the State, and another 14 communities working on the process to be a part of the program.

New and Ongoing Bureau of Emergency Medical Service Initiatives:

(a) The National Continuing Competency Program. This program continues to be more widely used in the State and is anticipated to be used nationally by March of 2018. It allows more focused education for EMTs, and in doing so reduces the number of hours needed 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 has allowed more flexibility to EMS

providers and their employers while maintaining quality.

(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 weights, and coordinate with their primary care physician. This could be an ideal service 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, urban, and suburban areas of the State, this model still presents logistic

and financial challenges.

Another challenge is the potential cost in 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 2017, eight programs have been approved in the State. The municipalities of Auburn, Concord, Hooksett, Manchester, Nashua, Orford, Rochester and Somersworth have initiated MIH programs where local EMS agencies provide non-emergency care in a different way, such as programs to prevent emergencies or hospital admissions and coordinate patient care.

(c) Ahead of a Challenge.

The Bureau has tracked Naloxone (i.e., Narcan) use to identify possible opiate overdoses since 2012. Like all other emergency and healthcare services, we have seen a steady and sometimes dramatic rise in cases from 877 in calendar year 2012 to 2895 in calendar year 2016, a 330 percent increase. The first half of 2017 is on track to match 2016 for cases. However, the Bureau wanted to identify whether the Narcan was making a difference and actually saving lives. A calculation method was created to track this metric. The calculation method is called the “Revised Overdose Score (RODS)”. Using the RODS metric was enlightening and heartening,

and received national recognition. This effort earned the Bureau an award for EMS Excellence and Innovation in New Frontiers.

Two significant symptoms of an opiate overdose are slow breathing or a depressed respiratory rate and a decrease in alertness. The RODS score calculation is based on the combined change in the patient’s documented respiratory rate (RR) and Glasgow Coma Score (GCS), a measure of alertness, before and after Narcan administration. For example, if the RR improved from 6 min to 12 min, a change of 6, and the GCS improved from 10 to 13, a change of 3, the RODS score would be 9. The change in the vital signs is calculated per incident, so the patient may have received more than one dose of Narcan to achieve the effect in the RODS. A score of 8 or greater is designated as a “Lives Saved”, a score between 1 and 7 is designated as “Some Improvement”, a score of 0 is designated as “No Improvement”, and a negative score is designated as “Negative Improvement”. Negative scores are usually related to a patient’s additional medical issue.

The results showed the average RODS since 2012 is 42 percent “Lives Saved”, 13 percent “Some Improvement”, 41 percent “No Improvement” and four percent Negative Improvement”. The results indicate that the use of Naloxone in a patient with a suspected overdose has had a positive effect on 55 percent of patients treated with Naloxone by first responders.

(d) Naloxone (i.e., Narcan) Project. The Bureau works closely with the Governor’s Office and the Department of Health and Human Services, Statewide Nal-

oxone Distribution and Training Group. 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 opioid public health emergency. To date, all Emergency Medical Responders (EMR), EMTs, Advanced EMTs, and Paramedics can now administer naloxone in the field, in addition to 216 licensed police officers, a 42 percent increase from last year. Last year a total of 4,665 naloxone doses were administered by first responders.

(e) Active Shooter Protocol Project. An online awareness level module was developed and available to all first responders. Development began on an operations level program to provide hands on training in active shooter/warm zone situations.

New and Ongoing Bureau of Fire Training and Administration Initiatives:

(a) Fire Engine. The Division took delivery of Engine #3, an HME top mount fire engine. This engine was designed and built specifically for firefighter training, but will also be used in our driver operator program as well. The engine has a 1,500 gallon per minute (GPM) fire pump and a 700 gallon booster tank. It is equipped with a lower than standard hose bed to help with ease of instruction.

(b) Instructor Development Project. Efforts by staff of both bureaus continue to enhance this program with the goals of updating our training, increasing mentorship, and hiring only the most capable, knowledgeable and appropriate educators for our students. This initial effort, while

complete at this time, is an ongoing process that looks to continuous improvement of our staff. Instructor development is now being offered four times a year.

(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.

(d) Container Training Prop. The North End of the Concord campus' drill yard has been prepared to accept an additional training structure made up of large freight shipping containers. This will add more training space to help facilitate the growing usage of the

drill yard. The heart of the building will be laid out as a 2 ½ story single family dwelling along with pitched and flat roof simulators.

In fiscal 2017, the Division initiated and sustained programs to increase employee health, to raise awareness of first responder behavioral health issues, and to promote the carcinogen wipes program.

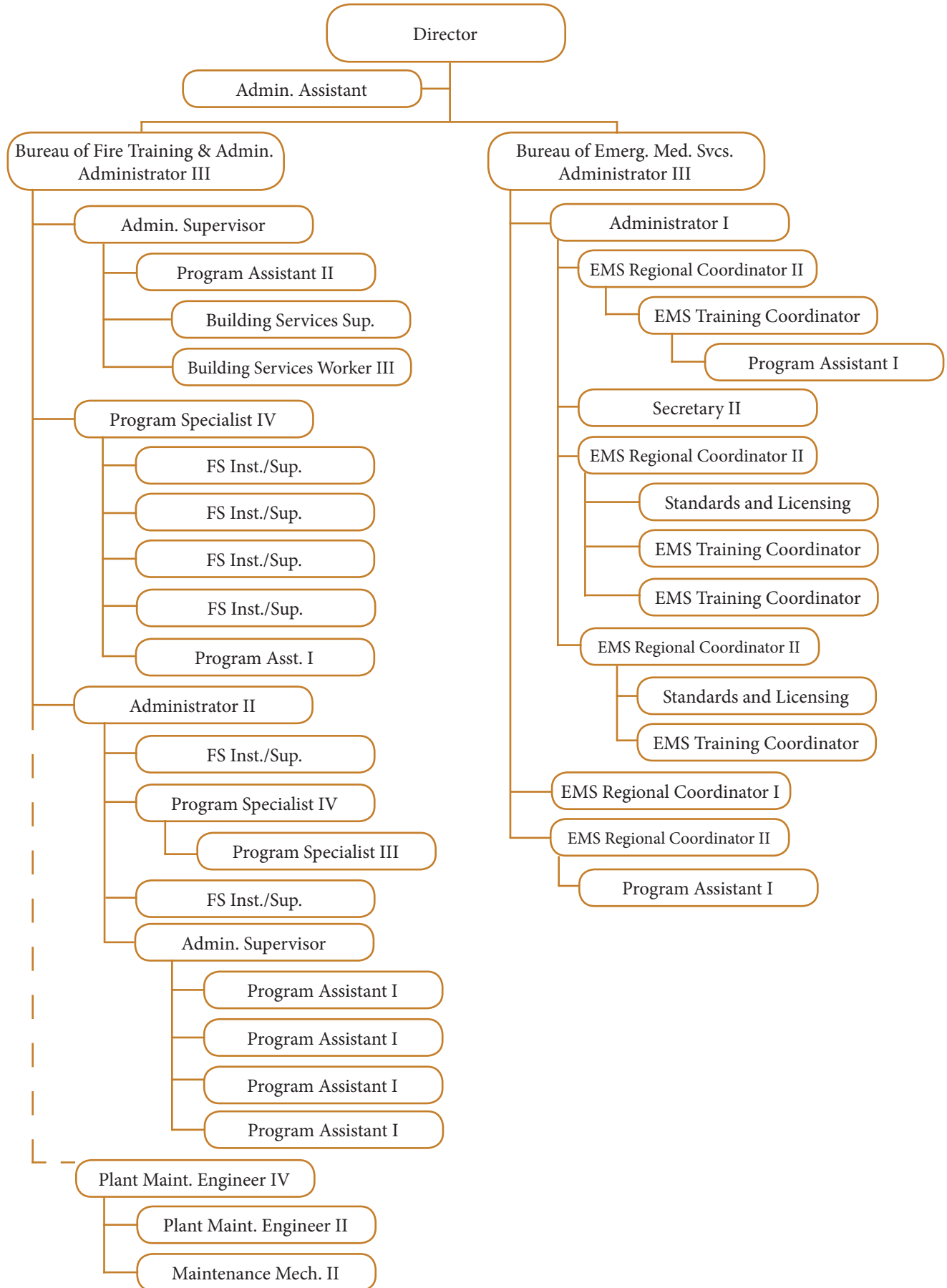
The Division continued to host the week-long girls' fire camp (i.e., Camp Fully Involved), and many other State agency programs, campus tours for the Legislature, and our Annual New Hampshire Fallen Firefighter Memorial Observance.

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 the need for system development, the Division has begun major initiatives for outreach to the first responder community gathering feedback on our services and future needs. This will be used to collaboratively set the direction of the system and work together on large system challenges, such as first responder safety, recruitment and retention, especially in the volunteer communities, enhancing educational opportunities with technology, and the use of system data to guide decisions.

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 2017, the Division of Fire Safety, Office of the State Fire Marshal...

- conducted 555 fire and life safety inspections;
- recorded 157,353 calls during the fiscal year and 3,968 fires;
- conducted more than 1,100 inspections of amusement park rides and tramways;
- investigated 29 injuries involving amusement park rides and tramways; and
- issued 562 modular housing labels, ensuring that modular building components are constructed in accordance with 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, explosive incidents, and other emergencies in the State of New Hampshire which contributes to the economic viability of the State. The Division is divided into three bureaus: the Bureau of Investigations, the Bureau of Building Safety and Construction, and the Bureau of Administration and Business Operations. During fiscal year 2017, J. William Degan served as the Director and State Fire Marshal.

The Bureau of Investigations is comprised of the following sections and units: Fire & Explosion Investigations, Fire & Life Safety Inspections, Accelerant Detection Canine, Hazardous Materials, Fireworks Safety & Enforce-

RIGHT: A public educator educating a youngster at an outreach event. A combination of new and established programs continue to help meet the fire and life safety education 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.

ment, Public Education, and Data Analysis.

The Bureau of Investigations is responsible for investigating all fires, building collapses, and non-automobile carbon monoxide releases that 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 government boards.

The Fire Investigation Unit

is split into two supervisory districts (i.e., 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 relat-





ABOVE: K9 Pal working a scene in Manchester, NH. During fiscal year 2017, the New Hampshire State Fire Marshal's Office - Bureau of Investigations continued to employ 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 were 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.

ed incidents.

The Bureau of Investigations responded to and investigated a total of 209 fire related incidents during fiscal year 2017, 16 of which were death investigations. 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 in-

vestigations 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

fire service personnel and local and state law enforcement agencies, to include a 4-hour block of instruction for the Full-Time Police Officer Academy. During fiscal year 2017, the Bureau of Investigations Accelerant Detection Canine (ADC) Unit attended 12 public education events providing information about our ADC K-9 Teams, as well as delivering important fire and life safety messaging.

There were several successful criminal case prosecutions during Fiscal Year 2017. One of the most notable was the three-week trial and subsequent conviction of a serial arsonist from a several month long investigation that occurred during the Spring of 2015. This investigation involved the Raymond, Stratham, and Epping Police Departments, the NH State Police and the Federal Bureau of Alcohol, Tobacco, Firearms and Explosives. Gregory Bruno was convicted at the Rockingham Superior Court on April 13, 2017 on four counts of felony arson, six counts of felony attempted arson, seven counts of misdemeanor false public alarm, four counts of felony solicitation of arson, two counts of felony animal cruelty, two counts of felony burglary, one count of felony criminal threatening, one count of felony solicitation of falsifying criminal evidence, and one count of misdemeanor solicitation of criminal mischief. Bruno was sentenced to 22 years minimum to 60 years maximum with a required minimum 15 years to serve and a mandatory 15 years parole after the minimum time served.

The U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) continues to detail a Special Agent/Certified Fire Investigator

(CFI) 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 building code inspections, code interpretations, or other technical assistance. Collectively, the investigators and inspectors conducted 555 total fire and life safety inspections during fiscal year 2017.

Accelerant Detection Canines. During fiscal year 2017, the New Hampshire State Fire Marshal's Office - Bureau of Investigations continued to employ 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 were 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 fiscal year 2017, the canines assisted FMO investigators on more than 15 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 20 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 guidance and technical support to the Regional Hazardous Materials Teams and communities throughout the State. The Hazmat Unit also assists communities with the development of hazardous materials emergency action plans, transportation, manufacturing, usage, storage and disposal questions. The Unit assists the general public by giving guidance and assistance with concerns involving hazardous materials.

The Unit assists with the collecting and disseminating information in the Federal EPA Tier II reporting system. This information is a collection of the reportable quantities of hazardous materials in all the local communities. Fifteen-hundred reports were collected and distributed to the Hazardous Material Teams to better prepare them to deal with the known hazards within their response area. This information was also shared with Local and Regional Emergency Planning Committees to assist with emergency planning.

Work within the Division involves assisting inspectors with Fire Code interpretation involving hazardous materials. The Unit works closely with the fire investigators providing technical assistance on cases involving hazardous materials. The Hazmat Unit main-

tains up to date technology in gas metering and hazardous material detection for the investigator staff. This year, the capability to detect hydrogen cyanide gas for all the investigators and supervisors was added. This hand-held detection provides a layer of protection for both the investigator and the local fire officials as they work at fire scenes. The Unit also administers the Respiratory Protection Program seeing that all personnel that may be exposed to respiratory hazards are properly fitted and trained in respiratory protection equipment.

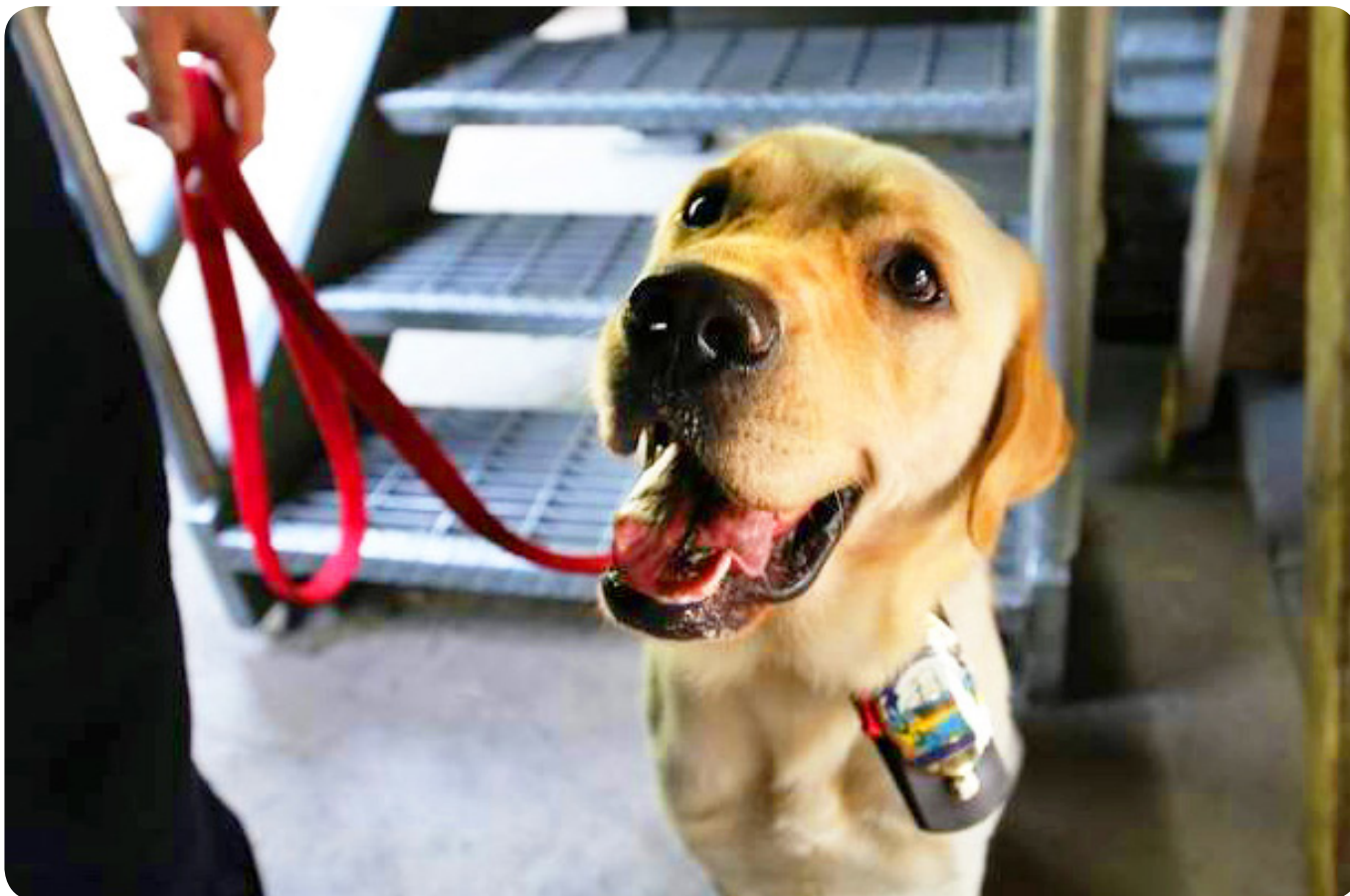
The Unit also works closely with two federal agencies, the NH National Guard 12th Civil Support

Team (CST) and the Drug Enforcement Agency (DEA). The CST provides state of the art technology and highly trained members to manage events involving chemical, biological, radiological, nuclear and explosive materials. The DEA is the lead agency for all events involving illegal drug labs.

The Unit also works with other State agencies on coordinating hazardous materials activities. The Unit collaborates with State Department of Environmental Services (DES) to share training resources and work closely regarding planning and prevention activities and coordination with Homeland Security and Emergency Manage-

ment on preparation and preplanning issues. The Unit works with the staff at the NH Fire Academy Hazmat Section to evaluate current hazardous material curriculum to make certain that fire service and hazmat team members have current information.

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 or retail sale of fireworks. The Unit licenses and permits anyone utilizing pyrotechnic, flame, or special effects before a proximate audience, in-



ABOVE: K9 Pal during a training demo. During fiscal year 2017, the canines assisted FMO investigators on more than 15 department cases, and have been to numerous other incidents and fire scenes to assist other agencies with cases and training.

cluding television and movie sets; as well as display fireworks shows and licensees. The Unit also licenses and approves all permissible retail sales and storage facilities across the State.

In January of 2017, the Unit took on the responsibility of inspecting and licensing all explosives magazines used for storing professional grade fireworks and pyrotechnic devices. This responsibility was formally part of the NH State Police – Permits & Licensing Unit and was relocated to the Office of the State Fire Marshal following a Lean Process Improvement Project in 2015 in effort to provide better customer service.

The Unit continually works in cooperation with a number of federal, state and local agencies when conducting enforcement activities, 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 manufacture and sale of fireworks. An investigator from the Unit 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. The Unit provides classroom lecture and practical examples on how to properly conduct

inspections involving fireworks.

The Unit continues to be an active participant in a working group of state fire marshal investigators from around New England, the State of New York, and the New York City Fire Department – Explosives Unit. 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, and state level.

The Unit investigated several incidents involving injuries and fires caused by fireworks and 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 educators during fiscal year 2017. 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. During fiscal year 2017 two grants were received: the FEMA Fire Prevention & Safety Grant was awarded for Get Alarmed New Hampshire and the FM Global Grant was awarded for NH Youth Firesetter Education & Intervention initiatives.

A combination of new and established programs continue 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 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 "Remembering When®" 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 also by fire departments throughout the

State conducting their own events. Training opportunities including educational seminars, workshops, and conferences were attended. These opportunities allow 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. The 5th 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 NH Youth Firesetter Intervention & Education Guideline was created and is being distributed throughout the State of NH to Youth Firesetter Interventionists. This guideline will solidify efforts, including identification, assessment, and appropriate intervention.

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



ABOVE: Flame special effects performed at a concert at Verizon Wireless Arena. In January of 2017, the The Fireworks Safety and Enforcement Unit took on the responsibility of inspecting and licensing all explosives magazines used for storing professional grade fireworks and pyrotechnic devices. This responsibility was formally part of the NH State Police – Permits & Licensing Unit and was relocated to the Office of the State Fire Marshal following a Lean Process Improvement Project in 2015 in effort to provide better customer service.

departments on how the system works, including five training sessions for fire departments this year. The Unit has 91 percent of the fire departments in the State reporting each month, a 4 percent increase over from the previous year.

New Hampshire fire departments responded to 157,353 calls

for service during the fiscal year. This is up 22,246 from fiscal year 2016. 3,968 fires occurred in New Hampshire during the same period, up 163 from fiscal year 2016. These fires caused \$42,583,480 in damage, resulting in an increase of \$7,086,542 from the previous year. These fires resulted in 58 civilian



ABOVE: A proximate audience pyrotechnic inspection. 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 and retail sale of fireworks. The Unit licenses and permits anyone utilizing pyrotechnic, flame, or special effects before a proximate audience, including television sets, movie sets, fireworks shows and licensees. The Unit also licenses and approves all permissible retail sales and storage facilities across the State.

fire related injuries.

The Bureau of Building Safety and Construction is established by RSA 21-P:12 and organized into four sections: Mechanical Safety and Licensing, Engineering and Plans Review, Modular Housing, and Tramway and Amusement Ride Safety.

The Mechanical Safety Section has five full-time field inspectors and a Chief Inspector who respond to consumer complaints and perform licensing and compliance inspections. The Licensing 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 pro-

pane explosions and carbon monoxide death investigations.

The Modular Housing Program was 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 complies with applicable codes.

In fiscal year 2017, the Section issued 562 labels and shipped 484. Eight new manufacturers and third party agencies were brought on and 61 renewed.

The Engineering and Plans Review Section has the responsibility for reviewing plans for all state owned buildings, public school projects and all health care facilities that are licensed by the Department of Health and Human Services. In November of 2016, the state building permit program, passed by the 2012 legislature, was instituted. These permits are issued for all state, university system and community college projects. The Plans Review Section oversees the permitting process and conducts all of the inspections related to and required with regard to the permits. This section investigates and processes variance and waiver requests for the State Fire Marshal. The Section assists local jurisdictions with interpretations and application of fire and building codes.

Members of the Section meet on a monthly basis with the University of New Hampshire, Keene State College, Plymouth State College, community colleges of NH, the National Guard, Department of Corrections and the Department of Public Works. The purpose of these meetings is to streamline the construction process and identify any potential conflicts between proposed projects and the fire and building codes. This cost saving initiative saves valuable

time and resources for the State throughout the building process.

The tragic tent collapse that claimed the life of a child and her father in Lancaster initiated a series of meetings with local code officials and the tent industry. Following the receipt of various information, this section was instrumental in gathering information and developing a process for tent inspections. The Section has inspected in excess of 100 tents for compliance with safety codes in the last year.

The Engineering and Plan Review Section is staffed by two part-time plan reviewers, two part-time investigator or inspectors and a part-time administrative assistant.

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. The Section is also charged to ensure compliance with safety regulations for the carnival and amusement ride operators in New Hampshire as 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.

Tramway 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.

In fiscal year 2017, inspectors saw a 26 percent increase in amusement ride and tramway registrations bringing the total to 798 and 178 respectively. Overall, more than 1,100 inspections were conducted. In addition to inspections and registrations, this section investigated 29 tramway incidents and 32 amusement incident reports.

Tramway and Amusement Ride Safety added a part-time inspector in 2017; staffing now stands at two full-time inspectors and one part-time inspector.

The Bureau of Administration & Business Operations contributes to the daily operations of the Division of Fire Safety by providing administrative support to the 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.

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

