

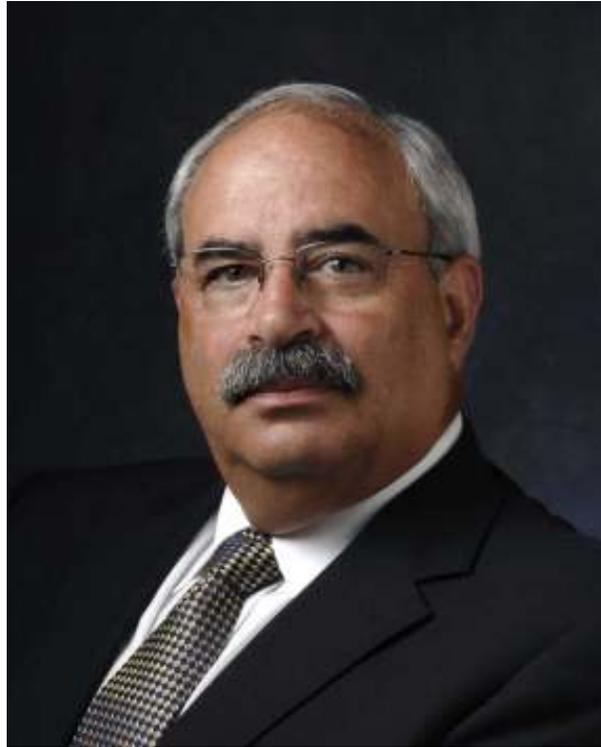
State of New Hampshire

**DEPARTMENT
OF
SAFETY**

ANNUAL REPORT 2011



In Memoriam



**David Taylor Barrett
1947-2011**

This edition of the Department of Safety Annual Report is dedicated in the memory of Director David T. Barrett, who passed away on Tuesday, October 18, 2011, with his family by his side. He was 64 years of age.

Director Barrett was a Vietnam Veteran. He began his law enforcement career as a patrolman for the Hampton Police Department. He also worked at the Riverside, California, County Sheriff's Office and the Riverside, California, Police Department before returning to New Hampshire to become the Chief of Police in Newton. He then went on to become the Chief of Police in Jaffrey, New Hampshire.

David was appointed Director of the Division of Safety Services for the Department of Safety in 1992. He was the longest-serving division director in the history of the Department. His current position at the Department of Safety was that of Special Assistant to the Commissioner, facilitating the transition of the Division of Safety Services to the Division of New Hampshire State Police.

Commissioner John J. Barthelmes and the entire Department of Safety express their deep regret at the passing of their colleague David T. Barrett and send their condolences to his family.

STATE OF NEW HAMPSHIRE

DEPARTMENT OF SAFETY

John J. Barthelmes
Commissioner

ANNUAL REPORT

For the period
July 1, 2010 through June 30, 2011

John H. Lynch
Governor

Executive Councilors

Raymond S. Burton
First District

Daniel St. Hilaire
Second District

Christopher T. Sununu
Third District

Raymond J. Wieczorek
Fourth District

David K. Wheeler
Fifth District

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State of New Hampshire



JOHN J. BARTHELMES
COMMISSIONER OF SAFETY

EARL M. SWEENEY
ASSISTANT COMMISSIONER

DEPARTMENT OF SAFETY

November 1, 2011

His Excellency, John H. Lynch
and the Honorable Council
State House
Concord, N.H. 03301

Dear Governor Lynch and Honorable Councilors:

I am pleased to submit herewith the Annual Report for the Department of Safety covering the period July 1, 2010 through June 30, 2011.

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 Lynch, the Executive Councilors and members of the General Court for your support.

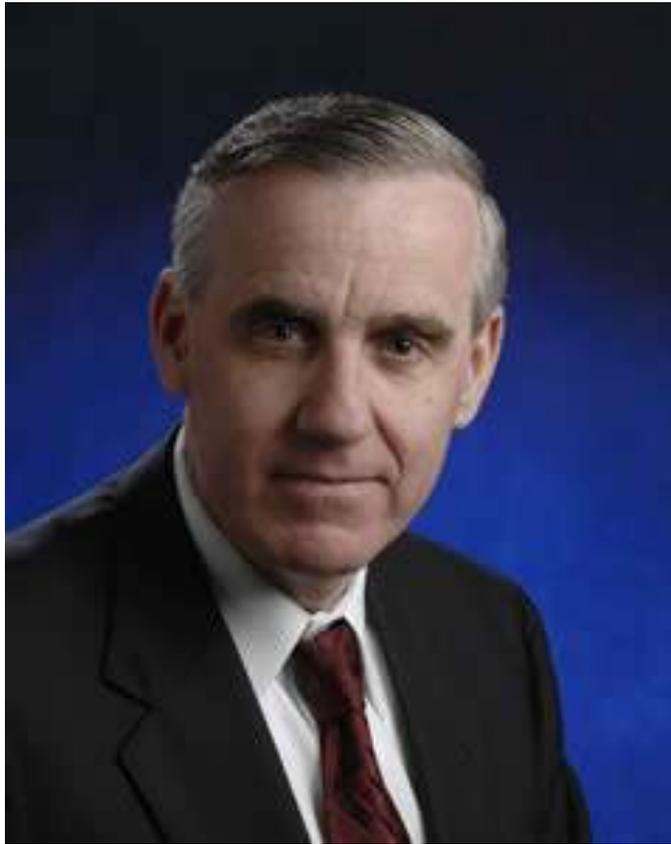
In recognition of dedicated and loyal service to the State of New Hampshire, I personally extend grateful appreciation to all employees at the Department of Safety who, through their continued hard work, have made possible the many successful results documented in this report.

I also thank all county and local emergency personnel for their continued cooperation and commitment to public safety.

Respectfully submitted,


John J. Barthelmes
Commissioner

James H. Hayes Safety Building, 33 Hazen Drive, Concord, NH 03305



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.

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**DEPARTMENT OF SAFETY
APPOINTED OFFICIALS
2011**

Commissioner
John J. Barthelmes

Assistant Commissioner
Earl M. Sweeney

Chief of Policy and Planning
Kevin P. O'Brien

Director of Administration
Wesley J. Colby

Director of Motor Vehicles
Richard C. Bailey, Jr.

Director of State Police
Colonel Robert L. Quinn

Director of Safety Services
David T. Barrett

Director of Homeland Security and Emergency Management
Christopher M. Pope

Director of Emergency Services
Bruce G. Cheney, ENP

*Director of Fire Standards and Training &
Emergency Medical Services*
Perry E. Plummer

Director of Fire Safety
J. William Degnan, State Fire Marshal

INTRODUCTION

John J. Barthelmes
Commissioner

The Department of Safety affects the lives of all New Hampshire residents. It is the third largest department of State government, with 1,733 uniformed and civilian employees deployed throughout the State to enforce the law and protect lives and property.

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

In Fiscal Year 2011, the Department was made up of eight divisions: Administration, State Police, Motor Vehicles, Safety Services, Fire Safety, Fire Standards and Training and Emergency Medical Services, Emergency Services, and Homeland Security and Emergency Management.

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

Commissioner's Office

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

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

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

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

The Assistant Commissioner also handles labor relations and is a member of the Governor's Collective Bargaining Team for management.

The Legal Unit, Information Technology liaison and the Public Information function are the responsibility of the Chief of Policy and Planning.

Also under the Commissioner's Office is the De-

Mission Statement:

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

partment of Safety's Information and Analysis Center, housed at the state Incident Planning and Operations Center on the grounds of the Fire Academy.

The IAC is a cooperative effort between the Divisions of State Police and Homeland Security and Emergency Management. The IAC is an all-crimes, all-hazards, counter-terrorism information and analysis center providing strategic and tactical information directed at the most serious threats to the State of New Hampshire and its people.

The center monitors information from a variety of open and classified sources, analyzes that data, and provides information and intelligence products that serve public safety and private sector interests whose mission it is to serve the homeland security, public safety and emergency management needs of their constituents and the State of New Hampshire. The center assists in the development and use of meaningful, real-time metrics in the effective and efficient deployment of public safety resources.

The IAC subscribes to the philosophy that Homeland Security begins with Hometown Security and that everyone plays an important role keeping our communities and nation safe. Citizens may contact the IAC when they observe or learn of suspicious behavior that may arouse their concern.

The IAC is a clearinghouse for information and intelligence relative to natural and human-caused 9

threats to the State of New Hampshire, its people and the environment. The goal is to function as a focal point of two-way communication among all partners.

Information and intelligence that comes to the IAC is evaluated and analyzed to determine if there is a potential threat to the state. The information is then shared with the appropriate law enforcement, emergency management, critical infrastructure or private sector organizations.

Bureau of Hearings

The Bureau of Hearings, established by RSA 21-P:13, is composed of four units: Administrative Adjudication, Criminal Prosecution, Litigation, and the Motor Vehicle Industry Board. To ensure that the Bureau's decisions are made in a fair and impartial manner, it is a separate Bureau, and therefore, not attached to another Division. It is responsible for conducting administrative hearings, criminal prosecution in select circuit courts, litigation of hearing appeals, and conducting hearings for the New Hampshire Motor Vehicle Industry Board (NHMVIB).

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

Thanks to a grant from the N.H. Highway Safety Agency, the Bureau has implemented a program of hearings by video conference. This allows individuals to participate in the hearing online by use of a computer and web camera. This has saved 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.

Bureau attorneys also provide legal training in a variety of settings to members of the public and law enforcement.

Administrative Adjudication Unit

Seven attorney/hearings examiners conduct all administrative hearings for the Department of Safety covering the entire state. Hearings are open to the public.

The unit is supervised by the Chief Hearings Examiner with the support of nine legal assistants.

Hearings are decided pursuant to statutory and administrative rule authority. Administrative decisions have the force of law, but unlike court proceedings, are conducted informally in an office setting and are based on the "preponderance of the evidence" legal standard.

The due process clauses of the New Hampshire and federal constitutions entitle citizens to request hearings to review the loss of an important privilege, like a driver license.

The vast majority of hearings involve the suspension or restoration of driver licenses. For example, an individual with too many motor vehicle convictions is subject to suspension for demerit points. The accumulation of serious motor vehicle convictions will subject a license holder to mandatory habitual offender certification with an associated license suspension for a term of one to four years.

Also, under the implied consent law, individuals found driving while impaired by alcohol or drugs who refuse a chemical test or test over the legal limit are subject to mandatory license suspension.

Moreover, a substantial number of hearings have been scheduled in order to implement the federal regulations relating to Commercial Driver's License (CDL) holders. 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 convicted of motor vehicle infractions are subject to license suspension under the Original License suspension law. This single area accounts for the largest number of hearings held each year.

Hearings, however, may involve subjects other than driving. Therefore, the scope of hearings is vast, and the Bureau holds hearings involving all areas that are regulated by the department. Some examples are inspection station, mechanic, and automobile dealer license suspension, abandoned vehicle and towing issues, security guard licensing and suspension, fireworks and explosives licensing and suspension, and the regulation of specified public waterways.

An individual may appeal a hearings examiner's decision to the Superior Court in most instances, and to the Supreme Court in others, where those courts

review cases for errors of law.

After the conclusion of each hearing, the hearings examiner provides a written report containing findings of fact and rulings of law, and, where necessary, a legal analysis supporting those findings. Some reports are provided to the person at the conclusion of the hearing, but in more complex cases, may be issued up to 30 business days thereafter.

Litigation Unit

An attorney is responsible for representing the Department of Safety in N.H. Superior Court in the appeal of administrative hearing decisions. Currently, the Chief Hearings Examiner handles appeals with the support of a legal assistant. This entails the preparation of comprehensive legal briefs and arguing cases in court. A summary of all cases decided is online in the compendium of cases on the Bureau of Hearings section of the Department's web site.

Criminal Prosecution Unit

Due to State budget cuts, this Unit was reduced from a Chief Prosecutor and five prosecuting attorneys to three prosecuting attorneys in FY 2012. As a result, the Unit prosecutes criminal cases in select Circuit Courts for the State Police in the Troop A, B, and D regions. The Unit only prosecutes the trial of misdemeanor cases in nine of the State's busiest Circuit Courts. In addition, the Unit provides legal training and other legal assistance to the Department's law enforcement agencies and at the Police Academy.

Attorney prosecutors ensure the most effective case preparation and presentation of serious cases like assault and driving while under the influence, in New Hampshire courts. This work includes filing and responding to legal motions, obtaining documents and physical evidence necessary to prove cases, issuing subpoenas and preparing witnesses for trial, directing additional investigation, and presenting the State's case at trial. Moreover, prosecutors reach negotiated dispositions of cases with defense attorneys that result in resolution without a court trial. This drastically reduces witness fee costs and allows Troopers to spend more time on patrol.

Because of the reduction of court coverage areas, Troopers will be responsible for case prosecution in courts that the Unit is now unable to cover. Prosecu-

tors, however, will support this effort by providing assistance to Troopers prosecuting cases, and handle select complex cases in Circuit Courts not regularly covered. The Unit remains committed to providing the highest quality prosecutorial services to all of the Department's law enforcement agencies.

New Hampshire Motor Vehicle Industry Board

The NHMVIB is responsible for resolving disputes between motor vehicle dealers, manufacturers and distributors. Established by RSA 357-C for the enforcement of the provisions of that chapter, the Board is composed of six individuals with expertise in the automobile business. In order to ensure fairness, they may not have a current financial interest, or work in the industry.

Members are appointed by the Governor and Executive Council. Members are chosen from different areas of the state in an attempt to create a geographic balance of membership. In addition, the board is one of several operated under the authority of the Commissioner of Safety, who acts as the chair of the Board or designates a chair. Currently, the Administrator of Hearings has been designated by the Commissioner to act as the Board's chair. A legal assistant in the Bureau acts as the Board's clerk.

The Board holds public meetings and conducts hearings based on complaints filed by automobile dealers, manufacturers or distributors. The Board issues written decisions, which may be appealed to the Superior Court.

Grants Management Unit

The Grants Management Unit is responsible for searching for, applying for, administering, and reporting on federal grants, Congressional earmarks, foundation grants and other sources of funding for the Department of Safety. It also handles audit preparation for the majority of these federal and State projects and intra-agency sub-grants of Homeland Security funds to other State agencies. These grants total over \$1 million annually.

The unit reports to the Assistant Commissioner and currently has 5.0 full-time equivalent positions.

The J-One information sharing project for local law enforcement information sharing has continued to progress. This project is designed to improve links

between local and State law enforcement, Corrections, the courts and parole officers to allow for secure exchange of critical, up-to-date information in an electronic format. The Unit is integral to this project's development, administration, and federal compliance.

The Unit administers the majority of Federal Motor Carrier grant funds on behalf of the State Police. These grants buttress commercial vehicle enforcement and related safety initiatives statewide. These grants total more than \$1.33 million annually.

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/FEMA.

The Unit has approximately \$79 million in various federal funding sources that are currently in the active administration phases on behalf of the Department and the State. These grants provide equipment for local first responders, as well as targeted funds for overtime patrols, commercial vehicle inspections, and communications interoperability.

The Homeland grants, in particular are primarily directed to potential high-threat target areas for chemical, biological, radiological or explosive attacks. Other grants support disaster drills and first responder training statewide. Federal grants are also being used to improve New Hampshire's all-hazards emergency preparedness. This includes increased capacity to respond to hazardous materials incidents, medical surge and mass prophylaxis capabilities, intelligence gathering, and information sharing and infrastructure protection.

The Grants Management Unit is overseeing a major initiative to work with local specialty hazardous materials and Special Operations Units and Special Weapons and Tactics Teams to perform joint training exercises.

Since Homeland Security grants to the State and local governments began in 2003, New Hampshire has received a total of nearly \$86 million. Eighty percent of these funds went to local first responders, as required by law.

A major objective of the Grants Management Unit is to fiscally and administratively support communications interoperability among public safety agencies, increasing the ability of first responders from different

agencies and disciplines to talk to each other by radio during emergencies.

With the aid of Homeland Security grants, New Hampshire made significant progress in improving communications interoperability during the current fiscal year. More than \$26.5 million worth of radios, consoles, repeaters, and ancillary communications equipment that meets interoperability requirements was distributed to fire, emergency medical and law enforcement agencies in the state since 2003. An additional \$5 million in PSIC grant funds will continue to build local microwave infrastructure, training and radio programming needs in the next year.

Nearly 14,000 radios (mobiles and portables) will need to be reprogrammed at the State and local levels to meet the interoperability goals of the state, as well as to comply with the National Public Safety Telecommunications Council (NPSTC) National Naming Nomenclature for Interoperability. This process began in earnest in the summer of 2010. To date, more than 7,200 units at local level have been re-programmed with the standard statewide interoperability frequency matrix.

Legal Unit

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

The duties of the Legal Unit include advising management on the legal issues concerning policy and procedures, administrative rulemaking, operations, personnel issues, labor-management issues, contracts, civil liability, 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.

Public Information

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

Responsibilities include the preparation and distribution of news releases; development, design,

writing and editing of a variety of publications and other department materials serving as informational tools to the public, and dissemination of prepared materials via the Internet or printed materials.

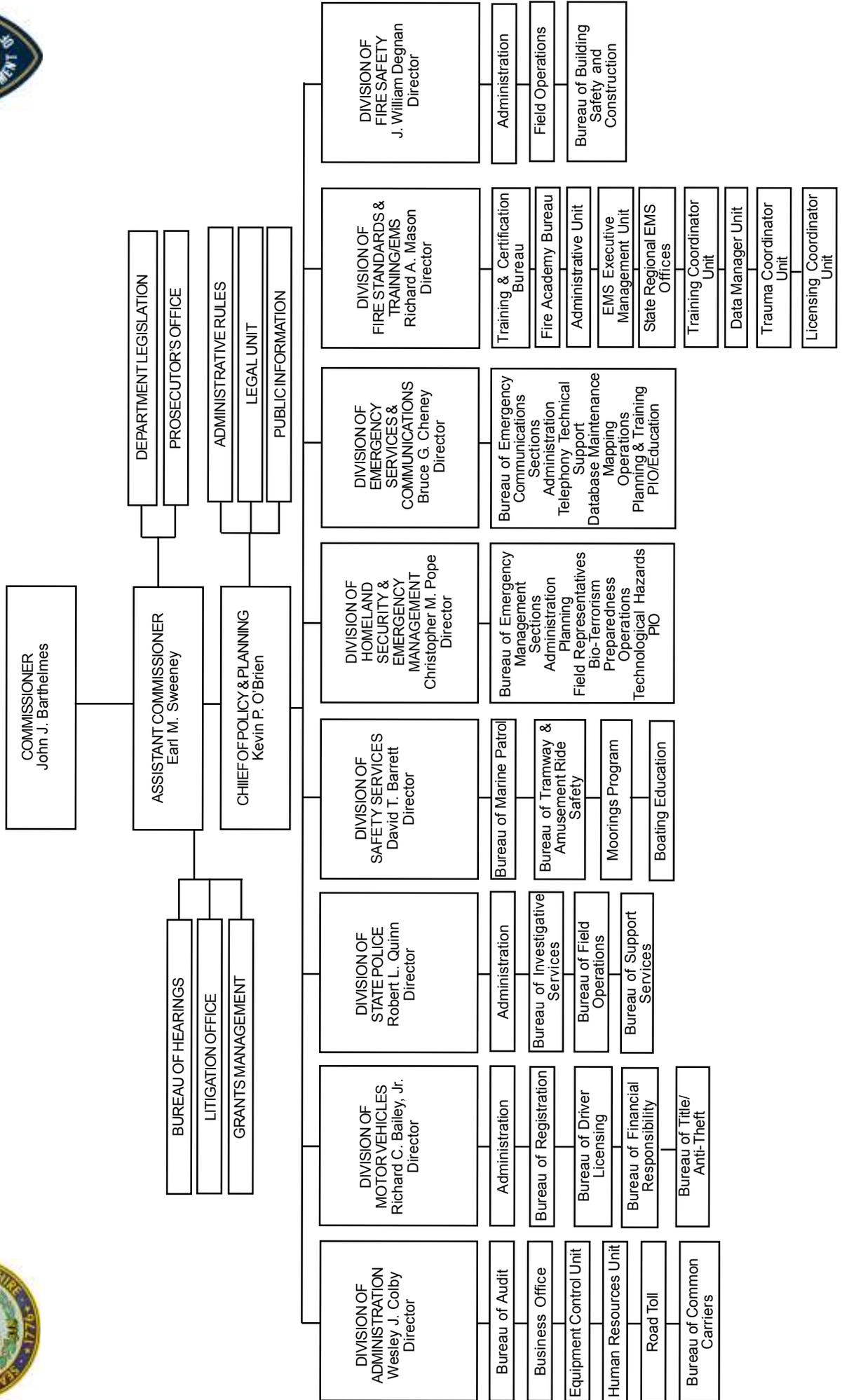
Public Information also monitors the news media and assists news organizations during incidents and emergencies. It develops communications strategies for promoting public safety in New Hampshire.

Building Code Review Board

The Assistant Commissioner's secretary provides secretarial services to the Building Code Review Board, whose chair is appointed by the Commissioner, and also to the Labor/Management Committee.



NEW HAMPSHIRE DEPARTMENT OF SAFETY ORGANIZATIONAL CHART



DIVISION OF ADMINISTRATION

The Division of Administration is composed of the Business Office, including Accounts Payable, Accounts Receivable and Human Resources; Equipment Control, including the Warehouse and Automotive Garage; Road Toll Administration, including Administrative and Audit Bureaus; Central Maintenance; the Reprographics Unit and the cost of Safety's portion of the Department of Information Technology.

Division responsibilities include support for all other Divisions within the Department of Safety. That includes, Accounting for Purchases, Payables and Receivables; Human Resources for the Department including Payroll and assisting the Divisions with Hiring; maintaining control of all fixed assets (both acquisition and disposition); remote site building maintenance and the Hazen Drive automotive garage.

Road Toll collects and audits the collection of all fuel taxes and pollution control fees for the State. These taxes and fees were virtually static during the

Mission Statement:

The mission of the Division of Administration is to ensure effective and efficient revenue collections, effective liaisons and cooperation with other state, local, county agencies, and the private sector; provide for coordination between Divisions through economy of operations and efficient procedures.

The director of administration, in accordance with applicable laws, is responsible for the following functions:

- *Accounting, purchasing, and budget control.*
- *Personnel management.*
- *Property, contracts, and grants management.*
- *Assistance to the Commissioner with short and long range department level planning activities.*

Personnel Data Budgeted Number of Employees

	06/30/11
Unclassified	12
Classified	1,134
Temporary	7
Part-Time	176
Non-Classified	<u>531</u>
Total	1,860

Number of Positions Filled

Unclassified	12
Classified	1,009
Temporary	5
Part-Time	176
Non-Classified	<u>531</u>
Total	1,733

year reflecting the increased costs of fuels and the apparent reaction of the driving public to them.

Reprographics produced more than 3 million documents during the year. In addition they microfilm all documents related to the Division of Motor Vehicles registration, licensing and title transactions.

Several capital projects were under design or construction during the year including:

1. The Road Toll automated fuel tax filing software is fully functional with one additional enhancement under contract to assist small filers with filing their returns. This additional modification is expected to be completed and online not later than Dec. 31, 2011.

2. The divisions of Motor Vehicles and Administration continue to work on the design for the replacement of the more-than-20-year-old mainframe, which supports all functions at DMV and the collection of more than \$300 million in revenue. Much of that revenue is transferred to other agencies. The project will take 18-24 months to complete.

3. The Division of Motor Vehicles also recently opened a new substation in a portion of the DOT 15

Department Revenue and Expenditures

	06/30/2010	06/30/2011
REVENUE*		
1. Fines, Penalties and Taxes	\$133,499,594	\$133,366,092
2. Federal Funds	22,085,673	19,477,935
3. Fees and Registrations	147,607,570	125,964,866
4. Other Sources**	64,392,470	63,310,852
Total Revenues	\$367,585,307	\$342,119,745
EXPENDITURES*		
1. Permanent Personnel Services	\$60,763,429	\$59,873,507
2. Current Expense	22,727,323	21,974,761
3. Equipment	5,533,075	2,269,029
4. Other Personnel Services	2,906,469	3,060,760
5. Benefits	32,883,926	32,778,474
6. Travel In-State	1,143,982	1,098,142
7. Grants	13,806,183	12,664,827
8. Travel Out-of-State	156,552	183,116
9. Contracts for Program Services	4,265,055	1,780,264
10. State Match and Administrative Costs	4,542,506	3,654,304
11. Miscellaneous	9,843,235	6,525,322
	\$158,571,735	\$145,862,506
Disbursements to Cities and Towns (included under Expenditures #8 above)		
Drivers' Assistance Paid to School Districts	\$1,337,100	\$1,359,796
Disbursements to State Agencies (Included under Expenditures #11 above)		
Total Expenditures	\$159,908,835	\$147,222,302

*Source of revenue and expenditures figures: N.H.First.

** Included in this category are funds collected for other states: International Registration Program (IRP) and International Fuel Tax Agreement (IFTA).

DIVISION OF MOTOR VEHICLES

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

Bureau of Driver Licensing

The Bureau of Driver Licensing implemented an online driver license renewal system in November 2009. Since its inception through June 30, 2011, more than 41,000 applicants have successfully renewed their licenses online. Applicants are allowed to renew their driver license online every other renewal cycle if they meet certain criteria and have a recent photograph on file.

Currently, the online renewal system is set up to recognize operator driver license renewals and operator/motorcycle renewals only. Those applicants who are eligible receive a random identification number (RIN) on their renewal notice letter.

The Bureau of Driver Licensing was staffed by 29 full-time employees. Six State Troopers were assigned to the Commercial Vehicle Testing Unit during Fiscal Year 2011.

The Bureau of Driver Licensing also oversees the Driver Education Unit and the Motorcycle Rider Train-

Mission Statement:

We are committed to public safety and quality customer service.

We will provide and deliver your motor vehicle services including education, enforcement, identification, licensing, registration and title.

We will be friendly and helpful while serving our customers in a professional and efficient manner.

ing Unit.

Driver Licensing implemented Automated Driver License Tests throughout the State in April 2010. This system utilizes touch screen computers with randomized testing for each type of written test issued. This has improved customer service at the counter due to the instant pass/fail feature as well as the instant reporting of the results of the written test to the Driver Licensing system.

In FY 2011 more than 92,000 written examinations for every class of license and endorsement were administered to DMV customers. The second phase of this system, called Scheduler, was introduced late in 2010. This system allows the DMV to schedule road tests for DMV customers throughout the state at any DMV location.

The Bureau of Driver Licensing operated in 16 offices, including Concord, 11 full-time satellite offices and four part-time satellite offices located throughout the state during FY 2011. The part-time Lebanon office closed effective April 29, 2011, and it is anticipated that the Belmont office will close during FY 2012. It is also anticipated that the new Nashua office will open during July 2012, replacing the Merrimack office.

Bureau of Driver Licensing - Motorcycle Rider Training Program

The 2011 season marked the Division of Motor Vehicles, Motorcycle Rider Training Program's 22nd year of operation. The program was staffed by three

Driver Licensing transactions FY 2011

Driver license cards issued: 149,228
Non-driver cards issued: 24,307
Operator road tests conducted: 42,791
Motorcycle road tests conducted: 1,563
Commercial driver road tests conducted by
State Troopers assigned to the DMV: 2,350

full-time employees, one part-time employee and 68 part-time seasonal RiderCoaches during FY 2011.

Training sites, including 12 training ranges, are located in Merrimack, Hooksett, Concord, Laconia, Keene, Portsmouth, North Haverhill, and Whitefield.

This year one new site was added at the Concord headquarters of the N.H. Department of Transportation. It is anticipated that another new site will be added in FY 2012 at the new Nashua DMV office. Training classes are conducted from April to November. All locations conduct courses on the weekends. Week-day courses are conducted in Concord, Hooksett and Laconia.

A successful RiderCoach Prep course was held in the spring of 2011 that added four new RiderCoaches to the Program. To keep up with demand for training, it is anticipated that the program will be holding another Motorcycle Safety Foundation (MSF) Rider Coach Preparatory Course in the spring of 2012.

The program uses a curriculum that was developed by the Motorcycle Safety Foundation (MSF) and is constantly updated to keep up with the changes in the motorcycle industry. The curriculum and required program liability insurance are procured from the MSF.

The program offers three separate courses developed by the MSF for students of all levels. The Beginner Rider Course, the Intermediate Rider Course, and the Experienced Rider Course are offered at all training sites. More than 75 percent of the individuals who take the class are doing so because they want to obtain their motorcycle endorsement. During FY 2011, the program trained 2,909 students.

The program also obtained two SMARTrainers made by Honda, purchased with a grant, to assist students in the classroom. These simulators introduce students to the feel of real motorcycle controls and to real life situations that they will experience while riding.

All of the RiderCoaches must go through a training session before they can teach students on the SMARTrainers. These RiderCoach training sessions are conducted at the yearly update sessions. The update is a mandatory one full day of RiderCoach training to review curriculum improvements and new training concepts.

During FY 2011 motorcycle fatalities in New Hampshire decreased by 50 percent. However, the continuing trend of 40-to-60-year-old riders involved

in fatal crashes is troubling. The MRT Program is looking at a new curriculum aimed at this demographic of riders and is stepping up efforts to open additional new training sites and partnering with the motorcycle dealers to improve the skills of experienced riders.

Bureau of Driver Licensing - Driver Education

The Driver Education Section provides oversight and support to New Hampshire's 92 public and 30 private high schools as well as 81 commercial driving schools throughout the state. There are approximately 260 certified instructors, each having taken and passed the eight-credit driver education instructor curriculum and a comprehensive written and driving test administered by the Driver Education Section.

New Hampshire RSA 263:19 requires all 16 and 17 year-year-olds who apply for driver licenses to complete an approved driver education program. Approximately 16,000 students participate in driver education every year, either through a high school or commercial driving school. Driver Improvement and Point Reduction courses are also approved and inspected by the Driver Education Section. There are currently 16 approved Driver Improvement programs.

Due to recent changes in legislation, the Driver Education Section has inherited additional duties from the Department of Education, including driver education curriculum, instructor certification, professional development approval and secondary school approval.

Bureau of Financial Responsibility

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 Superior courts, and out-of-state motor vehicles agencies.

The Bureau is responsible for receiving, processing and maintaining records of all information entered to an individual's driving record including convictions, suspensions/revocations, restoration dates and crash involvement. The Bureau was staffed by 30 full-time employees during FY 2011. The Bureau is divided into seven sections:

Imaging: Transfers original documents and informa-19

tion related to suspension/revocation actions, convictions, and crash involvement, to a computerized document imaging and retrieval system.

Driving Records: This section processes requests received from businesses, law enforcement agencies, courts and individuals for New Hampshire driver records, crash reports and various suspension and restoration notices within the parameters laid out by the N.H. Privacy Act.

SR22/Alcohol: Processes SR22 Certificate of Insurance forms, SR26 Cancellation of Insurance forms, impaired driver intervention program certificates of completion, and defensive driving certificates of completion. This section verifies the accuracy of the documents as established by motor vehicle laws and administrative rules.

Plea by Mail: Processes traffic complaints/citations received from local and state law enforcement agencies throughout the State. The section processes the payment of fines and not-guilty pleas. This section receives an average of 8,600 traffic complaints/citations each month. During peak periods volume can exceed 11,000 complaints/citations received per month.

Court Processing (formerly known as “Majors”): Processes conviction and default information received from Circuit and Superior courts for both “minor” and “major” offenses. Examples of minor offenses/convictions include speeding, traffic signal violation, negligent driving, etc. Examples of major offenses/convictions include DWI offenses, conduct after an accident, operating after suspension/revocation, and reckless operation.

Out-of-State: Processes information received from out-of-state courts as well as other state registries of motor vehicles. Information received includes convictions, defaults, and suspension information.

Crash: 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 New Hampshire courts.

Bureau of Driver Licensing, Bureau of Hearings, and Office of Information Technology to implement changes in the Motor Carrier Safety Improvement Act (MCSIA) laws. The Bureau continues to process information related to the establishment of an Alcohol Ignition Interlock Program.

In September 2010, the VoIP telephone system was implemented. At the close of FY 2011, the Bureau had responded to a total of 90,246 telephone inquiries.

December 22, 2010, the bureau successfully implemented an online ticket payment process for motor vehicle offenses/moving violations with pre-set fines. At the close of FY 2011 more than 5,000 plea by mail tickets had been paid via the online process.

Bureau of Financial Responsibility - Fatality Analysis Reporting System (FARS)

Since 1975, the National Highway Traffic Safety Administration (NHTSA) has operated the Fatality Analysis Reporting System (FARS). FARS is a national data collection system that contains information on all motor vehicle traffic crashes in which there was at least one fatality.

Substantive identification of fatalities under FARS often comes from Police Accident Reports.

Detailed information on the circumstances of the crash and persons/vehicles involved may be

Financial Responsibility transactions FY 2011

Plea by Mail traffic citations/complaints received: 103,435

Plea by Mail traffic citations/complaints paid: 58,194

Court convictions: 21,505

Suspensions issued: 41,635

Revocations: 7,663

Motor vehicle records generated: 110,778

Crash reports issued: 3,816

Documents imaged: 285,000

Crash reports processed: 32,157

FARS Statistics FY 2011

103 fatalities resulting from 95 crashes
53 people or 51.4 percent were not wearing seatbelts
18 motorcycle fatalities as part of the 95 total crashes
11 people or 61.1 percent were not wearing helmets.
September was the most deadly month with 18 total fatalities
Hillsborough County had the most fatalities with 21
Sullivan County the fewest with 3
5 pedestrian fatalities.

obtained from a variety of sources including state and local police departments, other State agencies, driver licensing files, vehicle registrations, N.H. Department of Transportation data, emergency medical services records, medical examiner/coroners reports, toxicology reports, hospital records, and death certificates.

The FARS unit in New Hampshire is funded by NHTSA and the N.H. Highway Safety Agency. FARS data are used to identify problems, evaluate safety countermeasures and facilitate the development of traffic safety programs at the national and state levels. An extensive annual analysis is performed and published noting demographic trends in fatal crashes.

Bureau of Operations

The Bureau of Operations was created in the first half of FY 2011. Operations is responsible for overseeing the daily interactions with the front line customers of the Division of Motor Vehicles, mainly in person, but also over the phone.

To accomplish this, front line customer service staff from each of the main DMV Bureaus (Driver Licensing, Financial Responsibility, Title and Anti-theft and Registration) were reassigned to Operations. When Operations was first created, it was staffed with a Supervisor, 81 full-time positions and six part-time positions with staff located in 16 substations throughout the state. At the close of FY 2011, Operations

consisted of a Supervisor, 76 full time positions, six part-time positions with staff located in 15 substations throughout the State.

One of the main goals of Operations is to ensure that the staff provide the best customer service possible. In order to do this, Operations continued with cross-training all substation personnel to be able to process Registration, Title, and Driver Licensing transactions. By the close of FY 2011, all substation personnel were cross-trained in order to better assist customers.

Cross-training in these offices is expected to continue so that staff are more comfortable in each type of transaction. Cross-training at Headquarters is ongoing and consists of the same types of transactions as the substations along with additional training on answering phones, Financial Responsibility, and other various types of transactions currently only handled through headquarters.

Operations consists of the following sections:

Substations

During FY 2011, Operations had substations in the following locations and were able to process the following types of transactions:

- Belmont – Driver Licensing, Registration renewal and Boat Registration transactions only. It is anticipated that in July 2011, the Belmont office will close. Staff will be relocated to other offices.
- Berlin – Driver Licensing and Registration/Title transactions.
- Colebrook – Driver Licensing transactions only, open part time on the 1st, 3rd and 5th Fridays of the month.
- North Haverhill – Driver Licensing transactions only, open part time on the 2nd and 4th Fridays of the month.
- Tamworth – Driver Licensing and Registration/Title transactions.
- Twin Mountain – Driver Licensing, Registration/Title and International Registration Plan (IRP) transactions.
- Dover Point – Driver Licensing and Registration/Title transactions.
- Manchester – Driver Licensing and Registration/Title transactions.
- Epping – Driver Licensing and Registration/Title 21

transactions. Renovations to the Epping office helped improve customer service by allowing customers to go to one part of the building to complete all types of transactions at one customer service location.

- Merrimack – Driver Licensing transactions only. It is anticipated that in July 2011 the Merrimack office will close. Staff will be relocated to the new Nashua location which will allow for the processing of Driver Licensing and Registration/Title transactions.
- Salem – Driver Licensing and Registration/Title transactions.
- Milford – Driver Licensing and Registration/Title transactions. It is anticipated that in July 2011 that the Milford office will close for part of the week and only stay open two days. On the days that Milford is not open, the staff will be relocated to the Nashua location.
- Keene – Driver Licensing and Registration/Title transactions. Renovations to the Keene office helped improve customer service by allowing customers to go to one part of the building to complete all types of transactions at one customer service location.
- Claremont – Driver Licensing and Registration/Title transactions
- Lebanon - Driver Licensing transactions only. The

Average of the number of registrations processed per month in each DMV location.

Berlin	601
Claremont	875
Dover	1,422
Epping	1,111
Keene	1,329
Belmont	49
Manchester	1,754
Milford	1,474
Salem	3,772
Tamworth	762
Twin Mt.	777
Concord	4,764

Lebanon office was open part time on Wednesdays through Fridays and closed on April 29, 2011. Staff were relocated to the Claremont office.

The DMV Main Office/Headquarters consists of the following units and sections:

Operations Contact Center

The Contact Center (formerly known as the DMV Call Center) is responsible for handling the telephone

Totals of the different types of licenses/identification cards issued for FY 2011 in each DMV location

FY2011	CDL	DL	ID	SBC	U21 CDL	U21 DL	U21 ID	U21 SBC	Total
Berlin	141	1096	233	7	0	310	73	0	1860
Claremont	281	3414	526	23	3	838	239	20	5344
Colebrook	39	335	43	2	2	73	14	0	508
Concord	2300	37217	4418	369	62	6465	1232	0	52063
Dover	691	13651	1903	65	21	2920	604	0	19855
Epping	769	9771	994	166	8	2591	360	0	14659
Keene	516	6769	963	59	3	1655	361	0	10326
Belmont	470	5980	1074	62	0	1570	362	1	9519
Lebanon	91	1691	164	16	0	232	65	0	2259
Manchester	1241	19725	4022	191	9	3787	1438	98	30511
Merrimack	720	13454	1943	91	5	4173	700	0	21086
Milford	291	4247	410	32	7	1256	162	0	6405
North Haverhill	30	372	51	8	0	81	23	0	565
Salem	600	9248	708	68	3	2539	282	0	13448
Tamworth	365	3823	401	33	6	948	129	0	5705
Twin Mtn	264	2385	300	32	8	815	108	0	3912

calls coming into the DMV, as well as answering customer e-mails. In December 2010, the Contact Center began using a new telephone system, Voice Over Internet Protocol (VOIP). VOIP allows customers to contact the DMV by telephone and instead of often getting busy signals, customers now had the option of waiting in a “queue” for the next available staff member or leaving a message.

While waiting for the next available staff member, customers are able to listen to a series of recorded messages about the section they are calling as well as given an option to leave a message. In addition, VOIP allows for Contact Center staff to see how many calls are waiting to be answered, allows Supervisors to monitor the daily call volume and to run statistical reports.

These options were not available with the prior phone system and give management better tools to monitor customer telephone inquiries.

The Contact Center handles the public lines for Driver Licensing, Registration, Credit Card Payments and the DMV main line. Although the Contact Center does not have a direct main line for Title and Financial Responsibility, it receives many calls for these Bureaus and the staff are able to answer most questions. The Contact Center receives an average of 1,345 calls daily.

Operations Information Desk

The Information Desk acts as the first point of contact for customers coming into the Concord DMV. The staff answers basic questions pertaining to all aspects of the DMV, checks documents to ensure all paperwork is complete, administers driver license vision tests and directs customers to the correct section of the DMV to have their transactions completed.

Operations Driver Licensing Customer Service Counter

The Driver Licensing Customer Service Counter is staffed by up to six staff members. Staff members are able to assist customers with all types of Driver Licensing transactions including the issuance of any type of Driver License or Non-Driver Identification Card, administering the vision test, administering the computerized written exam, checking documents for authenticity as well as answering all Driver Licensing

questions.

Operations Financial Responsibility Customer Service Counter

The Financial Responsibility Customer Service Counter completes a variety of tasks including reviewing documents pertaining to an individual’s motor vehicle record, assisting customers with payment of a traffic citation/complaint, restoring an individual’s driving privileges, and ensuring that all court and program documents are complete prior to restoring privileges.

Staff in this area also began the process of cross-training with the Operations Contact Center and in FY 2012 will continue this training and be trained in other areas of the Bureau.

Operations IRP Customer Service Counter

The International Registration Plan (IRP) provides for the registration of vehicles that travel in two or more member jurisdictions. It is a registration reciprocity agreement among American states and Canadian provinces that provides for payment of license fees on the basis of fleet miles operated in the various jurisdictions.

Under the terms of the agreement, one jurisdiction collects the apportioned fees and divides them among the other IRP jurisdictions according to a formula based on percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight.

IRP currently operates in two locations in the state, at the Twin Mountain substation and the main office in Concord. The Concord IRP office was staffed by three staff members in FY 2011.

Operations Registration/Title Customer Service Counter

The Operations Registration/Title Service Counter staff assists customers with a variety of questions and transactions pertaining to the registration and titling of vehicles, mopeds, trailers and any other type of motor vehicle requiring registration; the titling of any type of motor vehicle requiring a title, dealer and inspection station inventory sales, as well as completing walking disability applications.

Staff in this area also began the process of cross-training with the Operations Driver Licensing Customer 23

Service Counter and in FY 2012 will continue this training and will be trained in other areas of the Bureau.

Bureau of Registration

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

The Bureau of Registration was staffed by 21 full-time staff during FY 2011. During FY 2011, the Bureau of Operations was created, which oversees the daily operations of the State registration offices. Headquarters is located in Concord, with satellite offices located in Berlin, Claremont, Dover, Epping, Keene, Manchester, Milford, Nashua, Salem, Tamworth, and Twin Mountain. The Bureau of Registrations acts a support staff to the Bureau of Operations.

The Bureau is also responsible for the registration of boats and the regulation of all N.H. Boat Registration Agents, overseeing all dealers and inspection stations, and managing the Municipal Agent program.

The Municipal Agent Automation Project (MAAP) was implemented on July 11, 2005. MAAP is a vehicle registration and title computer system which connects the Division of Motor Vehicles to many towns and cities throughout New Hampshire that issue registrations.

On March 8, 2010, boat registration processing was added to the MAAP system. MAAP allows Municipal Agents to process both the local and State portions of registrations. As part of the ongoing MAAP process, the Bureau was responsible for assisting in the implementation of a new style registration certificate. This new style registration certificate includes many new features, such as a bar code which law enforcement can scan in the field, and is printed using newer technology on a laser printer. As of June

Motor Vehicles Registered in FY2011

Passenger Vehicles: 838,880

Trucks: 333,747

Trailers: 175,655

Motorcycles: 76,431

Other: 18,164

Initial "Vanity" Plates at the close of FY 2011: 162,411

out the state, typically town and city clerks.

During FY 2011, the Bureau of Registration was in the process of working with Department of Information Technology (DoIT) to implement an updated webpage for easier customer use. The Bureau also continues to work with DoIT and the MAs to improve connectivity to MAAP by exploring VPN connectivity versus telephone lines.

In addition, DoIT and the Bureau of Registration are testing the reprogramming of MAAP to allow for the elimination of obsolete impact printers still necessary in registration and title processing.

Boat Registration Unit

The Bureau of Registration works in conjunction with the Division of Safety Services in the registration of all boat registrations. Boat registrations are renewed annually and all expire on December 31st each year.

As of December 31, 2010, there were approximately 90,880 boats registered. At the close of FY 2011 there were 108 authorized boat agents and 14 State locations able to process boat registrations.

During this fiscal year, the Bureau of Registration has added seven boat agents to process boat registrations online.

Inspection and Dealer Units

The Inspection and Dealer Units control the distribution of motor vehicle inspection stickers, dealer plates, applications, and other various forms used by New Hampshire dealers and inspection stations.

During FY 2011, the dealer program monitored the operation of 2,189 dealers. This included 870 new and used, 43 automotive recycling, 76 motorcycle, 419 repair, 183 transport, 180 utility, 183 wholesale and 235 non-plated retail dealers.

There were 11,158 active dealer plates of all kinds

in use in the state during FY 2011. Also during FY 2011, the inspection program oversaw and monitored 2,384 inspection stations. This included 295 fleet, 17 replacement glass, 106 municipal and 1,966 public inspection stations.

During FY 2011 the Bureau of Registration worked with an outside company in providing business requirements for a new Inspection and Dealer system. These requirements will be used when a new system is designed.

Municipal Agent Program

The registration of motor vehicles in New Hampshire is a service performed by authorized Municipal Agents (MAs) in most towns and cities. Subject to approval by the Commissioner of Safety and the governing body of a city or town, the Director may appoint municipal officials as agents to issue, renew or transfer motor vehicle registrations.

At the close of this fiscal year, all 223 Municipal Agents were on-line and connected to the state computer system through the Municipal Agent Automation Project performing registration transactions in real time.

The duties of the program consist of monitoring compliance with New Hampshire laws, administrative rules and procedures, and the MA contracts in conjunction with the Division of Motor Vehicles Audit Section.

The MA program conducts the required training for MAs and their staff. The MA staff also attends workshops and conferences statewide hosted by the New Hampshire City and Town Clerks' Association.

The MA program and Bureau of Registration as a whole also work in conjunction with the Office of Information Technology to assist with the implementation and monitoring of computer programs connecting Municipal Agents to MAAP.

The Municipal Agent Program also operates the Agent Help Desk. The Agent Help Desk answers telephone calls, e-mails and faxes from all 234 towns and cities in New Hampshire and 108 boat agents.

In addition to the other duties of the program such as MA and boat agent training, the Agent Help Desk answers an average of 8,000 calls per month.

Walking Disability Unit

The Bureau of Registration Walking Disability Unit

is responsible for overseeing all applications for Walking Disability privileges. The Walking Disability Unit consists of one full-time and one part-time staff member in the Concord office. All applications for Walking Disability plates and permanent placards are completed in the Concord office. DMV Registration substations can only issue temporary placards.

At the close of FY 2011, there were 88,544 permanent placards and 1,923 temporary placards in use.

Bureau of Registration - On-Board Diagnostics and Safety Inspection Program

The On-Board Diagnostics (OBD) system is an integral part of the computer systems of all passenger cars and light trucks manufactured after 1995. OBD II detects the deterioration of power train components or emission controls that may result in increased vehicle exhaust emissions.

By detecting such problems early, OBD enables the consumer to have repairs made *before* the problem(s) become more severe and more expensive to correct.

New Hampshire's On-Board Diagnostics (OBD) and Safety Inspection Program is a decentralized program with more than 1,800 DMV-licensed vehicle inspection stations throughout the state. Safety and OBD test results for approximately 1.3 million OBD qualifying vehicles are reported electronically to the state through a sophisticated computer-based system.

In addition to assuring that New Hampshire complies with EPA emissions regulations, this system provides valuable benefits to the State's motorists. Inspection technicians must specify the exact reason(s) for failing a vehicle, or list what items would need repair in order to pass the safety inspection. The vehicle's emission system reports the OBD status of the vehicle and any conditions requiring diagnosis and repair. This record helps to protect consumers from fraudulent additional charges for unnecessary repairs.

The DMV's computerized reporting/analysis system can identify inspection stations whose behavior indicates possible inspection fraud. This has proven extremely useful in prosecuting inspection fraud cases and has promoted a positive consumer image for the OBD Program and the DMV in general.

The OBD Program Manager regularly provides technical assistance to many of the State's licensed 25

inspection stations and works closely with industry groups such as the New Hampshire Automobile Dealers Association (NHADA) and government/law enforcement agencies (i.e. USEPA, NHDES, N.H. Office of the Attorney General, N.H. State Police, DOS Hearings Bureau, and local New Hampshire police departments). Additionally, she manages the Economic Hardship Waiver Program (EHW) as mandated by the Legislature.

The EHW program provides New Hampshire residents who cannot afford to make necessary emissions repairs with an opportunity to apply for a waiver that exempts their vehicle from emissions testing for one inspection cycle. The program is administered using the broadest possible criteria. The only requirements are that the vehicle must have passed the safety inspection, failed the emissions test, and the owner must provide a written estimate of the needed emissions repairs, together with an explanation detailing their reasons for requesting the waiver. Since its inception in 2006, the program has processed an annual average of 125 waiver applications with an approval rate of more than 85 percent.

In summary, what originally started out as a purely regulatory program has now become a customer service oriented consumer protection operation. The program's continuing goal is to promote public education and understanding of OBD II and the importance of early diagnosis and repairs. This should create a demand for more highly trained repair technicians and an understanding that the annual vehicle safety inspection and OBD test is much more than just "getting a sticker."

Bureau of Registration - Pupil Transportation Unit

The Pupil Transportation Unit oversees more than 100 public school bus companies. This Unit is responsible for conducting criminal and motor vehicle background checks on more than 4,400 school bus drivers who are employed in the state of New Hampshire.

In addition to safety inspections by an official inspection station, school buses are mechanically inspected once each year by a qualified State Trooper before they are authorized to carry passengers. The unit inspects more than 2,900 school buses in the state.

State Troopers, who are commercial motor ve-

FY 2011 Pupil Transportation Statistics

School bus drivers: 4,464

MV record & criminal checks performed: 1,238

School buses inspected: 2,947

Accident reports: 133

hicle-qualified, conduct these inspections. 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 section also participates at the state Emergency Operations Center, in case of an emergency where school buses may be needed for an evacuation. The Unit Supervisor, a State Trooper, is responsible for coordinating this task with the bus companies. The Vermont Yankee and Seabrook Station nuclear power plant 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. A 40-hour class is taught for the school bus training certificate once per year.

The Unit Supervisor also conducts audits of the school bus companies to ensure compliance with the Saf-C 1,300 rules for School Bus Transportation. This entails an audit of the driver files and periodic inspections of school buses.

Bureau of Title and Anti-Theft

The Bureau of Title and Anti-Theft is primarily responsible for issuing motor vehicle titles. The Bureau also determines the legal ownership of motor vehicles on liens and initiates DMV investigations of criminal and consumer fraud. The Bureau uses many tools to assist with the detection and prevention of title fraud. One such tool is the National Motor Vehicle Title Information System (NMVTIS) which shares title information among the participating states to ensure that issues such as a brand's odometer discrepancies are not omitted.

The Title law was established in 1968. The Bureau issued an estimated 90,000 titles that first year.

The Bureau works closely with the Division of State

**Priscilla Vaughan receives
George J. Acker Memorial Award**

DMV Title Bureau Supervisor Priscilla Vaughan was named the 2011 recipient of the George J Acker Memorial Award from the Northeast Chapter of the International Association of Auto Theft Investigators.

Vaughan was cited for her leadership in combating auto theft and title fraud and for her efforts to promote cooperation among regulatory agencies and law enforcement.

She has assisted in numerous state and federal investigations of insurance fraud, counterfeit titles, identity theft, vehicle coning, residency investigations, salvage violations and export fraud.

Vaughan began with N.H. DMV as a Title Clerk. She was promoted to Title Review Officer in 1995, Assistant Supervisor of the Title Bureau in 1998 and Supervisor in 2001.

The George J. Acker Memorial Award is given annually to a person who for significant contributions to the field of vehicle theft and fraud investigation, especially in the area of motor vehicle records and documentation.

Police on criminal investigations involving titles issues. The Bureau works with federal, state, county and local law enforcement agencies to identify stolen vehicles. It assists in cases of insurance fraud, dealer violation and consumer complaints

The economic downturn has affected the purchase of motor vehicles in the state. The Title Bureau is titling

FY 2011 Title Bureau Statistics

Titles issued:	304,173
Titles issued for new and demo vehicles:	92,647
Ttitles issued for used vehicles:	211,526
Title administrative hearings initiated:	20
Title investigations of criminal and consumer fraud:	8
Stolen vehicles notifications:	2,586

more used cars than new cars. There is also a trend toward the purchase of smaller, more economical vehicles, rather than SUVs.

In addition to having all the city and town clerks online with the State there are different trends of work being done. More of the problem solving and phone inquiries are being handled through the Title Bureau to assist the city and town clerks

Arbitration Board

The Motor Vehicle Arbitration Board helps consumers who have new vehicles with defects to get these repaired or to obtain some relief.

Thirty-two percent of the arbitration demands during this fiscal period were resolved prior to the hearing, either through settlement with the manufacturer or repair of the vehicle. Of all the cases filed during this period, 26 hearings were held over 12 hearing dates.

The Program Specialist for the New Motor Vehicle Arbitration Board reviews all demands for arbitration for Board jurisdiction according to RSA 357-D and acts as a liaison between the parties, answering questions and often facilitating settlements.

The hearings that move forward are then coordinated with requests for discovery from both the consumer and manufacturer before the hearing date. In an effort to cut expenses during this past fiscal year, cases have been consolidated and hearings limited to once per month when feasible.

Cases are distributed beforehand to Board members who will sit on a particular hearing date. After each hearing, Board members inspect and test drive the subject vehicles, and the Board decision is announced in a public session after each test. The Board orders on all cases are drafted by the Program Specialist for the Board Chair’s review and signature. Most decisions are mailed to all parties within a week of the hearings.

In FY 2011, 13 manufacturers were represented in arbitration submissions. Only one motorcycle case was accepted, which resulted in a consumer award. As a matter of interest, one manufacturer’s representative commented recently that the New Hampshire lemon law process sets a standard for other states.

Also during this fiscal period, no cases were appealed by either party to N.H. Superior Court, which is indicative of the fairness of the hearings.

FY 2011 Arbitration Statistics

38 Demands for Arbitration were accepted
2 refunds were awarded to consumers,
totaling \$40,746.07
2 replacement vehicles were awarded to the
consumers
4 cases were settled before hearing
8 cases were withdrawn before hearing
where the vehicle was repaired
5 cases were dismissed
17 cases were found for the manufacturer
1 case pending

Audit Section

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

The Audit Section was staffed by five full-time employees during FY 2011.

The Audit Section is responsible for the preparation and oversight of the Division's biennial budget, oversight of Municipal Agent compliance requirements, and the development and oversight of fiscal policies.

Other essential functions include performing both Municipal Agent and Substation audits, oversight of DMV Federal Grant Awards, and to establish and monitor agency internal controls.

In the past fiscal year 135 Municipal Agent offices were audited. The Audit Section continues on course to visit each of the Municipal Agents on a two-year cycle, with the larger cities being audited annually.

The regular audit schedule has been well accepted by the Municipal Agents as it reinforces their understanding of the rules and procedures established to guide them in the performance of their duties.

The auditors spend time observing office procedures, identifying areas of concern and discussing these items with the respective Municipal Agent. To the extent possible, the auditors address the agent's questions and concerns. In some locations the audit is the

only regular opportunity for agents to interact with DMV staff in person.

In addition, 11 Motor Vehicle substations were audited during the past fiscal year with inventories and cash being reconciled.

Other Significant Actions

- On June 29-30, 2011, a sweep of all Motor Vehicle Substations verified cash on hand.
- Efforts to relieve the current inventory system of obsolete data continue. With each audit, a listing of obsolete inventory is compiled that can be removed from the inventory system.
- Review DMV invoices prior to their final processing. This ensures the validity of the payments and keeps the Division up to date on pending expense charges.
- Reconcile the IRP revenue recorded in VISTA to the revenue recorded in IDMS on a monthly basis.
- Reviews the documentation of Replacement Driver's License transactions as well as the disposition of monies in the Driver Training Fund.
- Participate on the Joint Loss Management Committee. Committee members are trained in workplace hazard identification and accident/incident investigation.
- Reconcile Over and Short Reports for employees and Municipal Agents.
- Conduct random audits of the central DMV vault to verify petty cash accounts.
- Conduct annual heavy vehicle use tax certification.
- Monitor advices and order amounts of required forms, and verify charges against the various organizations.
- Review and verify application budgets for Federal Grants.
- Review and verify monthly quantities for Marquis ID Systems invoices for driver licenses issued.
- Quarterly review of computer system permissions.
- Verification of Defensive Driving Certification for employees utilizing State vehicles.
- Participate in Payment Card Industry Training to insure compliance with most recent data security standards.
- Assist in training of new Municipal Agents and their staffs. Review of record keeping and deposit proce-

dures.

- Assist in the research and preparation of Legislative Service Requests for Fiscal Notes.
- Assist in the research and preparation of DMV Standard Operating Procedures and Policies.
- Provide support and guidance to DMV personnel with questions of validity of payments (check issues and counterfeit currency questions).
- Assist Registration personnel with the certification of software updates necessitated by legislative changes.
- Oversee production of employee ID badges and control of building access.
- All Division requisitions in Lawson and field purchase orders are processed and approved through the audit section. The audit staff also provides ongoing monitoring of expenses, encumbrances and state contracts.
- Provide assistance to other Divisions (Homeland Security, Warehouse, Marine Patrol, etc) with Lawson training, troubleshooting and assistance when needed.

Training Unit

The Training Unit provides all DMV employees with mandatory and non-mandatory professional growth training.

The following mandatory classes are afforded to all new DMV employees:

- DMV Orientation
- Customer Service
- Ethics
- Telephone Skills
- Privacy Act/Confidentiality
- Money Handling
- Fraudulent Document Recognition

Those in a leadership position must also take the following classes:

- Interviewing Skills
- Performance Review

Remedial training is also offered for employees with work deficiencies, as is training on advanced topics and professional growth to assist supervisors and those desiring to become leaders.

All classes are created in-house for the needs and circumstances of DMV personnel. They are timely and based on current practices in the private sector. The curriculum content is created based on employee needs

as identified by management, supervisors and employees, and is designed with the unique circumstances of DMV employees to facilitate the learning and application of various business skills.

There are more than 30 classes offered, including Communication Skills, People Skills, Change and Stress Management, Coaching and Mentoring, and Business Writings.

During FY 2011, 189 employees attended professional growth classes and mandatory classes, and 27 municipal agents, their vendors, and other state employees, were given Driver Privacy Protection Act training.

The mission statement for the Training Unit is “to provide all Division of Motor Vehicles personnel with clear, helpful, timely, appropriate and free information to develop the skills necessary for both basic job duties and growth, in a manner that is both convenient and comfortable.”

The Training Unit continually reinforces the mission and the fundamental goals of the training by using the acronym S.T.A.R.S: Striving Towards Amazing and Respectful Service.

Richard C. Bailey, Jr. was Director of the Division of Motor Vehicles during FY 2011.

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 statewide 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 a population of 3,000 or fewer and primary jurisdiction on all interstate highways and State properties.

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 Director.

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

Field Operations Bureau

The Field Operations Bureau is responsible for overseeing the daily operations of seven field troops composed of uniformed patrol Troopers and troop-level investigators. The troops are divided into Field Area I (Troops B and F), Field Area II (Troops A, E and G), and Field Area III (Troops C and D).

The primary function of the Field Operations Bureau is to provide patrol services provided throughout the State. 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 uniformed Troopers

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.

and Detectives assigned to the barracks.

In addition to patrol, the Field Operations Bureau provides various specialized services. The Special Services section of the Bureau is responsible for overseeing the following units: Drill Team, Drug Abuse Resistance Education (D.A.R.E.), the Drug Recognition Expert Unit, Explosives Disposal Unit, Motorcycle Unit, Public Relations Unit, Special Enforcement Unit and Technical Accident Reconstruction Unit.

In addition, the Special Events Response Team and Special Weapons and Tactics Unit are administered through the Field Operations Bureau. Troopers selected for these special units are assigned throughout the state. These are all part-time assignments in addition to the Troopers' regular duties.

Troop A

Headquartered in Epping, Troop A is responsible for providing police services throughout Rockingham and Strafford Counties. The area is a blend of metropolitan, suburban and rural communities including centers of commerce and tourism. Three major highway systems intersect the region and connect it with other areas of New England.

During the fiscal year, Troop A Troopers stopped 34,222 vehicles, arrested 372 impaired drivers, investigated 1,042 crashes, and conducted 841 case investigations.

In August, a woman in Rochester was arrested for Forgery and Theft By Deception after passing counterfeit U.S. currency in the Rochester area.

In September, a Trooper stopped to check on a possible disabled vehicle on Route 101 in Candia. During the contact with the male driver, it was revealed

the vehicle was stolen from Vermont. Further investigation revealed there were numerous stolen items inside the vehicle.

Troop B

Headquartered in Bedford, Troop B operates throughout Hillsborough County. The area includes 31 towns, the cities of Manchester and Nashua, and 146 miles of highway in the most densely populated area of the state.

During the fiscal year, Troop B Troopers stopped 29,556 vehicles, arrested 352 impaired drivers, investigated 10 fatal traffic crashes, and conducted 1,154 case investigations.

In September 2010, Troop B personnel responded to a quadruple fatality on an interstate ramp in Manchester. An investigation revealed that the crash had occurred nearly 36 hours earlier than reported. A combination of speed, alcohol and narcotics was determined to be the primary cause of the crash. Four young men died instantly in the crash. The Lawrence, Mass., and Rhode Island State Police also assisted with the investigation.

In May 2011, Troop B assisted local authorities with two separate police-related shootings, one in Manchester involving a hostage standoff and one in Hillsborough involving a domestic disturbance.

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 local police departments to provide patrol coverage and investigative assistance.

During the fiscal year, Troop C Troopers stopped 21,113 vehicles, arrested 237 impaired drivers, investigated 181 traffic crashes and conducted 1,323 case investigations.

In January, Troop C personnel assisted Richmond Police in a search for a burglary suspect in a wooded area. A State Police canine was used to track the suspect through deep snow for approximately eight miles. Once apprehended, the suspect and his accomplice

admitted to committing more than 50 burglaries.

Also in January, Troopers stopped a vehicle in Keene for an inspection violation. Upon approaching the vehicle, Troopers detected an odor of marijuana coming from the interior of the vehicle. A search warrant was obtained and more than three pounds of marijuana was discovered. The owner of the vehicle was arrested for Possession of a Controlled Drug with Intent to Sell.

In April, members of Troop C, along with officers from the Chesterfield and Keene police departments, responded to the Chesterfield Gorge for a report of gun shots. Police found a male subject in an adjacent driveway, who appeared to be the victim of a gunshot. Two male subjects had attempted to rob the victim. He resisted and was shot by one of the suspects.

Troop D

Headquartered in Concord, Troop D operates in Merrimack County. The area includes 25 towns and two cities. In addition, Troop D covers Interstate 93 from the Hooksett Toll to the Ashland town line and all of Interstate 89 from Bow to the Vermont state line. This encompasses approximately 230 miles of interstate. The State Capitol is located within the area under the responsibility of Troop D. Troop D Troopers are increasingly tasked with being the primary law enforcement provider to many of the state facilities, properties and agencies, including the State House, Bridges House, State Prison, New Hampshire State Hospital and N.H. Technical Institute.

During the fiscal year, Troop D Troopers stopped 34,840 vehicles, arrested 181 impaired drivers, investigated 748 traffic crashes, and conducted 978 case investigations.

In July, members of Troop D conducted a Safety and Sobriety Checkpoint on Route 3A and Interstate 89 in Bow. During the checkpoint, officers screened 183 vehicles and made six arrests. The charges included Possession of Drugs, Minor in Possession of Alcohol, Operating a Motor Vehicle Without an Operator's License (2nd Offense) and Prohibited Sales of Alcohol to a Minor.

In June, Troop D personnel received a broadcast of a vehicle description that was operated by a wanted homicide suspect. Though the vehicle was never located in the specified areas, a shift supervisor made 31

contact with a visibly upset male driving in the area later the same day. The male had been in contact via phone with the same homicide suspect and aided investigators in determining his whereabouts in Randolph, Mass. The Randolph Police Department and the N.H. State Police Major Crime Unit were able to take the suspect into custody without further incident.

Troop E

Headquartered in Tamworth, Troop E is responsible for providing police services throughout Belknap and Carroll counties. This area encompasses 29 towns and the City of Laconia. Within the geographical area of Troop E are several lakes, ski areas, state parks, notches, scenic byways and the White Mountain National Forest, resulting in a large influx of tourists and vacationers throughout the year.

During the fiscal year, Troop E Troopers stopped a total of 18,611 vehicles, arrested 105 impaired drivers, investigated 228 traffic crashes, and conducted 1,028 investigations.

In August, Troop E personnel responded to a domestic disturbance involving a firearm at a residence in Tamworth. Upon arrival, Troopers encountered a woman who had been assaulted by her boyfriend and was able to run from the home. Troopers coordinated efforts to enter the residence to retrieve the victim's thirteen-month-old son from a crib on the second floor.

After unsuccessful attempts to contact the suspect, the SWAT Unit was activated and the suspect surrendered without further incident after a several standoff lasting several hours. He was arrested on charges of assault, reckless conduct and false imprisonment. Further investigation and the execution of a search warrant led to drug and explosive charges.

In April, an infant was found abandoned in an unattended vehicle at the Mount Cranmore Ski Area in Conway. Resort security discovered the vehicle during the early morning hours with its lights on, the driver's door open and an infant asleep and secured in a child safety seat. This initiated an extensive search for the missing mother who was found several days later, deceased. The investigation by Troop E personnel, Major Crime Unit, Fish and Game officers, and local and county law enforcement led to the arrest of three male suspects.

Tamworth, Eaton, and Ossipee were plagued with 17 suspicious structure and forest fires that were determined to be arsons. Suspicious activities led investigators to interview a volunteer firefighter, who eventually confessed to setting 13 of the 17 fires. Total monetary value of the damages was determined to be in excess of \$500,000.

Troop F

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

Of the 74 towns and unincorporated areas in this region, State Police personnel have primary jurisdiction in 47 towns and 12 unincorporated areas, each having a population of fewer 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, State Police personnel handle more than 50 percent of all emergency calls for service in 44 of these towns. In many towns, State Police handle nearly 100 percent of the calls for service.

During this fiscal year, Troop F troopers stopped 18,218 motor vehicles, arrested 157 impaired drivers, investigated 539 traffic crashes, and conducted 1,623 case investigations.

In November, a triple shooting occurred in Pittsburg and resulted in the death of one individual. A number of local, state and federal agencies rapidly converged on the area and the suspect was taken into custody without further tragedy.

In December, members of Troop F were called upon to investigate a homicide in the town of Ashland. In the course of the investigation it was determined that the victim had taken a homeless individual into his home. He was killed following a disagreement.

In June, Troop F personnel investigated the circumstances of two victims of apparent gunshot wounds

found dead inside a house in Grafton. Within a short period of time, the suspect was located in Massachusetts and taken into custody.

Despite motor vehicle enforcement efforts, there was an increase in the number of fatalities during May and June. Over a three week period, Troop F investigated eight separate motor vehicle crash-related fatalities. The causes of the crashes varied from driver distraction to DWI to medical issues.

Troop G

Headquartered in Concord, Troop G enforces all state criminal and motor vehicle laws and rules as well as federal regulations governing commercial vehicles. Troop G consists of four primary sections: the Driver Licensing Task Force, Field Operations, Commercial Motor Vehicle Enforcement, and Special Services.

The Driver Licensing Task Force assists the Division of Motor Vehicles in the issuance of operator, motorcycle, and commercial driver licenses throughout the state; oversees the certification of driver education instructors; oversees a document verification section headquartered in Concord responsible for the verification of foreign documents presented by non-U.S. citizens; routinely conducts commercial vehicle and school bus road skill examinations and includes the Pupil Transportation Program, which is responsible for the oversight of school bus operators.

During the fiscal year, the unit conducted 2,422 commercial driver license tests, certified 54 applicants as school bus instructors and/or commercial driving school instructors, licensed 74 driving schools and prosecuted 148 administrative hearings pertaining to school bus drivers and/or driving schools.

The Field Operations section enforces the laws and rules governing the operation of approximately 2,200 new and used automotive dealerships and approximately 2,400 official automotive safety inspection stations throughout the State; conducts classroom instruction and practical examinations of persons seeking certification as automotive safety inspectors; enforces the laws and rules governing approximately 10,000 currently certified automotive safety inspectors statewide; conducts physical examinations of vehicles deemed by insurance companies to have been salvaged; locates and serves notice to persons eligible to be deemed Habitual Offenders; locates per-

In Memoriam

Trooper Raymond A. Elliott

*July 15, 1946 to
June 1, 1947*

Trooper Harold B. Johnson

*July 1, 1937 to
October 11, 1948*

Lieutenant Ivan Hayes

*July 1, 1937 to
July 18, 1959*

Trooper Gary P. Parker

*September 12, 1986 to
November 29, 1989*

Trooper Joseph E. Gearty

*August 31, 1984 to
November 30, 1989*

Sergeant James S. Noyes

*February 25, 1977 to
October 3, 1994*

Trooper Leslie G. Lord

*January 16, 1987 to
August 19, 1997*

Trooper Scott E. Phillips

*March 23, 1990 to
August 19, 1997*

sons and retrieves driver's licenses and/or registration plates from those that have been suspended or revoked; conducts examinations of commercial vehicles for certification to carry additional weight; prosecutes all Administrative Hearings pertaining to vehicle accidents that resulted in the death or serious injuries and further represents the State's interests upon subsequent petition(s) of drivers of such vehicles to have their driving privileges restored.

During the fiscal year, enforcement activities resulted in 765 investigations of automotive dealerships, inspection stations and reports of vehicle safety inspection rejections and 785 audits; Troopers were tasked with locating and serving notice to 1,105 habitual offenders, locating and retrieving 245 suspended or revoked registrations and/or driver licenses and the testing of 662 automotive mechanics for certification as safety inspectors. Troopers examined 2,309 salvaged vehicles, inspected 2,947 school buses and generated 31 administrative actions regarding driver licenses as they pertained to fatal and/or serious personal injury crashes.

The Commercial Motor Vehicle Section has a number of Troopers dedicated to the enforcement of federal laws and regulations governing the movement and examination of commercial vehicles that travel through the State involved in inter- and intrastate commerce as well as commercial driver qualifications and the enforcement of State statutes as they pertain to maximum commercial vehicle weight limits.

The section also has a number of Troopers assigned exclusively to the New Entrant Program which provides educational and technical assistance for new commercial motor carriers. The troop conducted 11,523 commercial vehicle inspections and weighed 123,518 commercial vehicles. Troopers attached to the New Entrant Program conducted 596 motor carrier company safety audits and other investigations.

During the fiscal year, 22,517 commercial vehicle violations were documented of which 3,168 vehicle and 612 driver violations were such that they were subject to an out-of-service order. The section also administers the application process of intrastate-exclusive, non-hazardous material-carrying commercial drivers who petitioned the Commissioner of Safety for a Waiver of Physical Deficiency. One hundred-third such applications were processed during the fiscal year.

As the primary criminal investigative resource for the Division of Motor Vehicles (DMV), the Special Services section of Troop G works closely with the Attorney General's Office Residency Task Force and State Insurance Commission investigating all manner of fraud relating to illegal uses of DMV documents, including driver licenses, vehicle registrations and automotive titles. Personnel work closely with the U.S. Attorney's Office, Immigration and Customs Enforcement and with Diplomatic Security to assist in the identification of illegal or undocumented persons fraudulently seeking to procure DMV documents and thereby contributes to the deportation of such persons. To that end, the Special Services section conducted 122 criminal investigations during the fiscal year.

Crisis Negotiation Unit

The goal of the Crisis Negotiation Unit is to save lives and resolve critical incidents through the use of verbal crisis management techniques to avoid unnecessary risk and injury to law enforcement personnel, citizens, victims and perpetrators. The Crisis Negotiation Unit may be used to diffuse potentially life-threatening situations. Members are located throughout the State to allow for rapid response to incidents.

In the 2011 fiscal year, the Crisis Negotiation Unit responded to 14 calls for service. The nature of the calls ranged from suicidal and barricaded subjects to hostage situations. The majority of requests were the result of an activation of the Special Weapons and Tactics Unit, however the Unit continues to receive calls independently. This year the Unit responded to four calls for service as the primary means of resolution.

Also during the fiscal year, members participated in exercises made more realistic through the use of civilian actors and/or members of other negotiation units.

Drill Team

The Drill Team provides Honor Guard and Color Guard services. Its members train in basic drill and ceremony, and in military funeral protocols.

During this year, the N.H. State Police Drill Team participated in over 40 events, including opening ceremonies at two NASCAR races at N.H. Motor Speedway, law enforcement awards banquets, the

winter and summer Special Olympics, the N.H. Police Memorial, graduations at Police Standards and Training, a promotion ceremony and an awards ceremony for the Division of State Police, State Police Alumni night at a N.H. Fisher Cats game, several funerals and a memorial service.

The Drill Team acted as one of the color guards for the return of one of New Hampshire's National Guard Units returning from a one-year tour in Afghanistan, which included Troopers.

In June, four members of the Drill Team were invited to Florida by the Ted Williams Museum and the Tampa Bay Rays to present the colors at a Tampa Bay Rays-Boston Red Sox game. Many of those attending the game were Red Sox fans from New England.

Drug Abuse Resistance Education (D.A.R.E.)

The Drug Abuse Resistance Education (D.A.R.E.) program has been in operation in New Hampshire 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 and maintaining the certifications of current D.A.R.E. officers.

At the close of the fiscal year, there were approximately 128 State and local D.A.R.E. Officers. The program was presented in almost 100 schools and the K-4, elementary and middle school programs were delivered to nearly 10,000 students.

The New Hampshire Motor Speedway hosted the major fundraiser, the State Police D.A.R.E. Classic 5K Road Race in August. The event raised nearly \$23,000.

New Hampshire D.A.R.E. hosted a Regional D.A.R.E. Officer Training school in September of 2010 and another in January of 2011, training new D.A.R.E. officers from New Hampshire, Maine, Massachusetts and New York.

At annual in-service trainings in March and June of 2011, D.A.R.E. officers were trained in Internet Safety, Prescription and Over the Counter Medication, Gangs, Bullying, Internet Safety, and Methamphetamines.

Drug Recognition Expert Unit

The Division of State Police has participated in the Drug Recognition Expert program since 1991. The Unit's members are trained in the detection of drivers impaired by alcohol or drugs. Suspects are administered an evaluation that includes a breath test, an interview by the arresting officer, a series of psychophysical tests, checks of vital signs and a series of eye examinations including measuring pupil sizes under various conditions of light.

The evaluation enables a DRE determine a category or categories of drugs which may be in a suspect's system. This conclusion is then confirmed by a blood test.

During the fiscal year, the DRE Unit administered 31 evaluations for prosecution and 93 for training.

Some of the drug categories identified were central nervous system depressants and stimulants, narcotic analgesics, hallucinogens, and cannabis.

Also during the fiscal year, DRE instructors provided alcohol and drug training to recruit and in-service officers at the N.H. Police Standards and Training Academy and personnel from N.H. Department of Transportation, the N.H. Sheriffs Association, the N.H. Police Cadet Training Academy, the N.H. Pharmacists' Association, and the UNH School of Law.

Explosives Disposal Unit

The Explosives Disposal Unit takes custody and disposes of all found, abandoned, forfeited, and seized materials and devices containing explosives, explosive materials, or explosive chemicals. Unit members are trained and equipped to assess, diagnose, and if required, render safe any suspicious packages or improvised explosive devices.

The Explosives Disposal Unit is available to support agencies in protection details when there have been threats involving the use of explosives. Unit members are trained to conduct post-blast investigations, provide technical support to investigators in the area of explosives and hazardous devices, and testify in court as expert witnesses.

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 Unit has certified explosive detection canine teams avail- 35

able to respond anywhere in the State.

All Troopers assigned to the unit receive bomb technician training and certification at Redstone Arsenal in Huntsville, Ala., and are required to be recertified every three years. Unit members are also trained to the Hazardous Materials Technician level through an accredited program from the International Association of Firefighters.

The Unit maintains an emergency response vehicle and utilizes a NABCO Total Containment Vessel that is designed for total containment of up to ten pounds of C-4 plastic explosives. It is also designed to safely contain chemical, biological or radiological hazards that may be encountered.

There were 194 total requests for service during this reporting period.

K-9 Unit

K-9 teams, composed of specially trained Troopers and dogs, are assigned to all troops. The teams are trained and certified to New England State Police Administrators Compact (NESPAC) standards and United States Police Canine Association Standards.

The K-9 Unit provides in-service training for canine teams from Epsom, Farmington, Goffstown, Hudson, Laconia, Londonderry, Manchester, Middleton, Pelham, Pittsfield, and Plaistow. The Unit also trained with and assisted with certification of teams from Connecticut, Maine and Massachusetts State Police.

During this reporting period, K-9 teams were involved in 1,032 missions, including narcotics detection, tracking, cadaver detection and crowd control.

Narcotics teams assisted several communities with school searches and assisted State and County Departments of Corrections and Sheriff's Departments with correctional facility searches. They also assisted U.S. Postal Inspectors, the U.S. Drug Enforcement Administration, U.S. Immigration and Customs Enforcement, and local agencies with the detection of hidden compartments, cash and illicit drugs on the highways and in homes. K-9 narcotics teams were involved in 324 detection calls during the fiscal year resulting in the seizure of over \$119,000 in illicit cash.

A Troop C team assisted the Drug Task Force with search warrants in Keene and Swanzey. Two 36 kilograms of cocaine, nine pounds of marijuana, and

\$18,000 in cash were seized.

A Troop D team alerted on a safe while executing a search warrant in Pembroke. Three pounds of marijuana and \$20,000 were seized.

Several teams were vital in the apprehension of subjects who fled from law enforcement and in the securing of evidence from burglaries and robberies.

A Troop A team assisted Deerfield Police with a burglary of a Public Service of New Hampshire (PSNH) facility. The canine located and apprehended a suspect who had fled from police, and a second suspect was located hiding in the woods. The two suspects had burglarized this facility many times and had stolen in excess of \$100,000 worth of copper wire.

A Troop D team tracked and apprehended a suspect who had been involved in a pursuit on Interstate 93 and in the City of Concord. The suspect hit two State Police cruisers during the pursuit before he crashed and fled on foot. The canine tracked and located the suspect in a residential area. The suspect resisted police and continued to flee until he was apprehended by the canine.

Patrol teams were also involved in searches for missing individuals, including persons with medical conditions such as Alzheimer's disease, elderly persons and suicidal individuals. Many searches involved hours of tracking in wooded areas.

Additionally, the K-9 Unit provided crowd control support for sporting and large events at the State's various colleges and during Motorcycle Week in June in Laconia.

Motorcycle Unit

The Motorcycle Unit continued to be a valuable asset to the Division as a high visibility enforcement tool and a positive public relations tool.

Members of the Motorcycle Unit were utilized within their respective troop areas during the 2011 riding season. Additionally, three members were assigned to the Special Enforcement Unit to assist with aircraft speed enforcement details and proved to be a strong asset to the Division in this capacity.

Members of the Motorcycle Unit were assigned to numerous special duty assignments and public relations events, including the annual Motorcycle Week in Laconia, the D.A.R.E. Classic 5K, and the New Hampshire Police Memorial Ceremony.

New Hampshire Hospital Security

Members of the New Hampshire Hospital Campus Security Unit provide police coverage to the Hugh Gallen State Office Complex. The Unit provides general and specialized services to clients by providing a safe and secure environment that allows patients/residents, employees, volunteers, and visitors to deliver and receive quality services. The campus population on a typical business day ranges from 2,500-3,000 people.

The New Hampshire Hospital Campus Security Unit coordinates with various non-profit and local organizations in planning events that use the campus as the venue, focusing on traffic and crowd control. The events bring thousands more to the campus.

Campus Officers responded to 9,326 calls for service during the fiscal year, which included 647 calls for assaults/attempted assaults, 223 threats, 176 Domestic Violence Order services, 165 sex offender registrations, and 37 arrests.

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 to canine demonstrations. Every troop and unit contributes to the success of the Public Relations Unit by providing up-to-date information for its presentations. In this fiscal year, the Unit responded to 204 requests for public relations programs.

Special Enforcement Unit

The Special Enforcement Unit monitors traffic to enforce motor vehicle laws and maintain highway safety. This is accomplished through use of aircraft and marked cruisers. The Unit also provides assistance in with drug surveillance, searches for missing and wanted individuals, aerial photography and transporting Major Crime Unit detectives during investigations.

The Unit flew two aircraft during the fiscal year, a Cessna airplane and a Bell helicopter. The airplane was used in traffic enforcement during peak times. During this fiscal year, the aircraft flew 233 missions resulting in 521 flight hours which contributed to the Unit's total of 4,479 vehicle stops.

During the fiscal year, the helicopter again proved valuable in search and rescue missions. In September, members of the Unit rescued a hiker who had suffered a heart attack atop Mount Adams. A rescue attempt without the helicopter would have taken eight hours, but with the helicopter the subject was airlifted off the mountain to awaiting medical personnel within an hour, saving his life.

In December, the helicopter's flight crew used night vision goggles to locate a lost hunter in Bear Brook State Park. Utilizing the Forward Looking Infrared (FLIR) camera and spotlight, the flight crew was able to direct rescue personnel accordingly.

Special Events Response Team (SERT)

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

Special Weapons and Tactics (SWAT) Unit

The Special Weapons and Tactics (SWAT) Unit was created in 1972 to respond to and resolve critical incidents. The mission of the Unit is to ensure public safety by resolving high risk incidents that are beyond the capability of patrol units.

During this fiscal year, the SWAT Unit was activated nine times and responded to communities all over New Hampshire. The Unit resolved five barricaded subject incidents in the communities of Columbia, Ossipee, Pelham, Tamworth, and Newport. The SWAT Unit also served two high risk warrants in Franklin and Manchester, the latter as part of a local, state, and federal multi-jurisdictional operation. The Unit conducted a surveillance operation in the town of Newport for a homicide suspect out of Massachusetts and also responded to the city of Manchester in May of 2011 for a hostage incident in which the life of a six-year-old girl was saved.

The SWAT Unit also participated in four community readiness exercises with other tactical teams throughout the State to strengthen agency and com-

munity relationships and bolster the emergency response in the event of a critical incident. The readiness exercises involved the city of Manchester and its SWAT Unit, the Seabrook Power Station and the Seacoast Special Emergency Response Team, the City of Concord and the Central New Hampshire Special Operations Unit, and the City of Laconia and the Belknap County Special Operations Unit.

State House Security

The New Hampshire State Police State House Security Unit was founded in 1998 to provide security to State House complex, which includes the State Capitol, Legislative Office Building, State House Annex, and State Library. Members of the Unit work jointly with the State Police Executive Security Unit, General Court Protective Services and the Concord Police Department.

Unit members provide a police presence during Executive Council meetings, legislative sessions and committee hearings. The Unit reviews permits for demonstrations on State House grounds and ensures the safety of the complex during the demonstrations and provides security during press conferences in the Legislative Office Building.

Technical Accident Reconstruction (TAR) Unit

All Troopers are taught to be proficient in basic crash investigation, but some incidents involve complex technical issues that require specialized expertise. The Technical Accident Reconstruction Unit (TAR) consists of 15 members with specialized training in motor vehicle collision investigation. Unit personnel respond throughout the State to assist, investigate and reconstruct motor vehicle collisions involving technical issues.

Unit members receive specialized training in Motor Vehicle Reconstruction, Crash Data Retrieval, Forensic Mapping, Computer Aided Drawing and the Vericom Brake Testing Computer. Members also receive training in Photogrammetry, a new form of diagramming collision scenes, and Crash Zone CAD Drawing Program.

TAR Unit members play a critical role in training other Troopers. In November, Unit members assisted with training on new digital cameras purchased through a Highway Safety Grant.

In December, TAR Unit members began training

with photogrammetry equipment and the process of documenting and photographing crash scenes, using evidence markers and a digital camera.

During this fiscal year, the Unit conducted 54 investigations. Thirty-eight of them resulted in felony and misdemeanor charges, ranging from Negligent Homicide to Negligent Driving. Unit members also assisted with several police-involved crashes involving local and State Police cruisers.

Investigative Services Bureau

The Investigative Services Bureau directs and coordinates the Division's investigative operations through its specialized units: Major Crime, Narcotics and Investigations, Terrorism and Intelligence, and Polygraph. The Bureau's diverse, innovative programs, modern equipment, training and technical expertise complement its personnel and make it the only comprehensive and coordinated statewide resource for providing professional police investigative services to the citizens of New Hampshire. These services are provided to federal, state, county and local law enforcement agencies, including the Attorney General's office.

Major Crime Unit

Located within the Investigative Services Bureau, the Major Crime Unit was created out of the necessity for highly trained, task-specific investigators assigned to handle the most egregious and sensitive offenses. Specialized sections within the unit include: Crime Scene Services, Electronic Crime, Cold Case, Family Services, Amber Alert, Missing Persons, ViCAP, and Corrections Liaison.

Unit personnel serve in partnership with other law enforcement agencies on a variety of joint projects, including the New England State Police Information Network (NESPIN), Violent Criminal Apprehension Program (ViCAP), Northeast Regional ViCAP (NERV), Violent Crime Linkage Analysis System (VICLAS), Homicide Assessment & Lead Tracking (HALT), Child Abduction Serial Killer Unit (CASKU), and National Center for Missing and Exploited Children (NCMEC).

Unit members work with the United States Attorney's Office, the New Hampshire Attorney General's Office, local police, and county attorneys

on a variety of types of investigations.

Within this reporting period, the Major Crime Unit conducted 126 investigations that included 14 homicides, four attempted homicides, two murder/suicides, seven other death investigations, six police-involved shootings (four fatal) and 48 fugitive from justice cases.

During the fiscal year, Christopher Gribble was convicted of first degree murder, found sane, and sentenced to Life without Parole. Gribble was the last of five co-defendants charged in connection with the Kimberly Cates home invasion and murder in Mont Vernon.

The Major Crime Unit was involved with several cases that attracted national attention. These cases included a homicide in Conway where the victim's baby was found in a vehicle three days before the victim's body was located in a pond; a homicide in Hampton where the young victim's body was discovered in Maine but the victim's identity remained a mystery until his mother was located and arrested; and the disappearance of a young girl in West Stewartstown and the massive search effort that lasted over a week before her body was found in the Connecticut River.

Narcotics and Investigations Unit

The Narcotics and Investigations Unit investigates all drug and vice-related crimes, utilizing a staff of undercover personnel and specialized equipment, including a state-of-the-art wiretap facility. The Unit carries out undercover and controlled buys of illegal drugs including marijuana, cocaine, crack-cocaine, and heroin. Some members of the Unit are assigned to task forces, such as the N.H. Attorney General's Drug Task Force, FBI Safe Streets, and the New England High Intensity Drug Trafficking Area.

The Unit investigated a total of 137 cases during the fiscal year. The Unit investigated cases involving marijuana, cocaine, heroin, oxycodone, and other prescription drugs. The Unit has seen an alarming increase in cases involving the controlled drug oxycodone.

The State has seen a large increase in methamphetamine cases and meth labs. The Unit is working with the DEA and other agencies to combat this trend.

In February, members of the unit executed a search warrant in Kingston and discovered a large indoor marijuana growing operation. Approximately 80 plants, a handgun, a multi-camera surveillance system and more than 20 pounds of processed marijuana were

seized. The operation was located within 100 yards of an elementary school. The suspect was arrested and charged in federal court.

In April, the Unit ended a three-month investigation with an arrest and the execution of a search warrant in Manchester that resulted in a seizure of 32 pounds of marijuana, several hundred oxycodone pills and other drugs.

In June, members of the Unit assisted Manchester Police with an investigation which resulted in the execution of search warrants in Alton and Manchester. The search warrants resulted in the seizure of approximately \$640,000 in US Currency, \$100,000 in jewelry and coins, and assorted drugs estimated with a street value of over \$200,000. More than two kilograms of cocaine, thousands of oxycodone pills, ecstasy tablets, marijuana, and other controlled drugs were seized. This was one of the largest seizures in New Hampshire history.

The Drug Diversion section is responsible for investigating all diverted prescription medication cases and crimes such as "doctor shopping" or passing fraudulent prescriptions.

The Drug Diversion Section, which includes a trained pharmacist, investigated 40 cases which resulted in the arrest of 38 individuals. Most notable was a two-month investigation into a group of individuals passing fraudulent prescriptions through numerous pharmacies in the southern New Hampshire and northern Massachusetts. The group was infiltrated by an undercover Trooper. This investigation resulted in the arrest of 17 individuals.

The Drug Diversion section also provides training to both law enforcement agencies and the medical community regarding the problem of prescription drug diversion. Additionally, personnel have assisted with the very successful national Prescription Drug Take-Back Initiative.

The Marijuana Eradication Program involves members of the Unit working in cooperation with local jurisdictions to eradicate marijuana growing operations.

Twenty-nine marijuana fields were located and 1,158 plants were identified and eradicated. These cases led to the arrest of 19 individuals.

Polygraph Unit

Since 1970, the Polygraph Unit has offered fo- 39

rensic polygraph support to law enforcement. The Polygraph Unit is composed certified Forensic Polygraph Examiners. These examiners provide a valuable investigative tool to local, county, State and federal law enforcement agencies. During the fiscal year, a total of 95 polygraph exam requests were received.

The Unit uses polygraph technology, expert interviewing, statement analysis and body language interpretation to determine the truthfulness of statements made by criminal suspects.

The Unit also administers examinations as part of the selection process for all State Trooper candidates and applicants seeking employment with the Office of the Fire Marshal, the Fish & Game Department, Liquor Enforcement Bureau, Marine Patrol, and the Division of Homeland Security and Emergency Management.

Terrorism Intelligence Unit

As part of the New Hampshire Information and Analysis Center, it is the responsibility of the New Hampshire State Police Intelligence Unit 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.

The Unit also maintains contact with local, State and federal law enforcement agencies throughout the nation and world, including the FBI's N.H. Joint Terrorism Task Force (JTTF) and the United States Attorney's Anti-Terrorism Advisory Council (ATAC).

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

The Intelligence Unit provides critical terrorist and criminal updates and officer safety information to State Police and approximately 250 federal, county and local law enforcement agencies through an Internet-based

e-mail system. During this fiscal year, the unit disseminated 407 intelligence and officer safety bulletins to New Hampshire law enforcement, an 80 percent increase over the previous year.

The Unit reviewed approximately 4,740 pieces of information received from numerous law enforcement sources from across the country, a 44 percent increase from the previous fiscal year. The Unit also reviewed 3,575 New Hampshire Motor Vehicle foreign drivers' license applications. This information was then forwarded to U.S. Immigration and Customs Enforcement (ICE) for further review.

The Unit processed 657 intelligence and LENS reports dealing with individuals involved in criminal activity. The Unit also processed 4,274 arrest reports by State Police. The Intelligence Unit reviewed 185 e-mail tips and leads sent to the Investigative Services Bureau via the State Police web portal related to criminal activity or wanted subjects and forwarded them to the appropriate jurisdictions for investigation. This was a 99 percent increase from the previous fiscal year.

One of the primary missions of the Unit is responding to requests for information (RFIs) from local, state, county and federal agencies. In fiscal year 2011, the Intelligence unit responded to 2,276 RFIs. This was a 439 percent increase from fiscal year 2010. This is largely due to the maturation process of the NHIAC.

The Terrorism and Intelligence Unit continues to develop and maintain the Law Enforcement Information Network Exchange (LINX), a central computerized criminal intelligence/ information management system designed for the purpose of assisting state and local law enforcement agency personnel in ongoing multi-jurisdictional investigations and prosecutions. During this period, the Unit continued to provide LINX User Training to local and county officers as well as Division members.

To date, 229 officers representing 70 agencies and 149 Division members have been trained and have various levels of access to the LINX system.

The Unit 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 of all terrorism and criminal issues being seen throughout the northeast region. The Unit also continues to be an active participant of the

New England State Police Administrators' Compact (NESPAC) intelligence working group.

Support Services Bureau

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

Auxiliary Troopers

Auxiliary Troopers are certified part-time Troopers who provide services, partially on a volunteer basis, by assisting Division members with public relations events, communications, patrol, traffic control, and select background and criminal investigations.

A number of retired troopers have joined the auxiliary force, bringing vast investigative experience that has been utilized for conducting applicant background investigations and assisting the Major Crime Unit. Auxiliary Troopers also participated in Motorcycle Week in Laconia, race events at the N.H. Motor Speedway, county agricultural fairs, and civic activities.

Communications Maintenance Unit

The Communications Maintenance Unit is responsible for the installation, programming, and servicing of two-way voice and data communications equipment owned or operated by all Divisions within the Department of Safety and other agencies including the Department of Resources and Economic Development, the Fish and Game Department, and state and local public safety entities. During the fiscal year, the Unit logged 3,952 work orders.

Personnel were heavily involved with multiple grant projects under the U.S. Department of Homeland Security (DHS), the American Recovery and Reinvestment Act (ARRA), and the Federal Emergency Management Agency (FEMA).

Funds provided under the DHS and ARRA programs will support the purchase and installation of state-of-the-art microwave infrastructure equipment. Further support of the projects will be provided by partnerships developed with the N.H. Department of

Resources and Economic Development, N.H. Department of Transportation, N.H. Public Television, and the N.H. National Guard. FEMA funds were used to repair the critical microwave and two-way radio equipment on the summit of Mount Kearsarge which was damaged by a severe ice storm in late February 2010. The project was completed in June 2011.

Personnel continued to provide installation, software upgrade, and unit level repair services to Project 54-equipped vehicles. The most recent changes planned for the P-54 vehicle features updated laptop computers and wireless air card systems. Once installed, these enhancements will increase access to cellular telephone carrier services in support of in-vehicle devices, such as bar code readers, driver license scanners, and on-board e-ticket printers. These items are expected to be addressed in the fall of 2011.

Criminal Records Unit

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

Central Repository – During this reporting period, 198,889 CHRI requests, 152,893 dockets, 4,015 annulments, and 52,581 criminal and applicant tenprints were processed by the Central Repository.

Automated Fingerprint Identification System (AFIS) – In the latter half of the fiscal year, the Biometric Identification Section's AFIS system was upgraded to enable a unilateral interface from the AFIS to the criminal history repository to automatically populate arrest demographic data.

Uniform Crime Reporting – During this reporting period, the Uniform Crime Reporting section purchased "Beyond 20/20," a technological package designed to enable access to crime statistical data by New Hampshire law enforcement agencies and the private sector to aid in budget preparation, focused enforcement, and identity of crime "hot spots."

Fleet Maintenance and Equipment Supply

Fleet Maintenance and Equipment Supply is responsible for the testing, bidding, procuring, issuing and maintenance of marked and unmarked vehicles for the Division of State Police. Fleet Maintenance is

responsible for the oversight of regular maintenance performed at the Department of Safety automotive garage, as well as any maintenance performed at independent facilities. The Unit is also responsible for procuring, issuing and maintaining an inventory of all Division uniforms and equipment.

The Division is currently implementing an E-ticketing program allowing for efficiency of ticketing, information processing, and documentation. During the transitional phase, collaboration will occur with the Communications Maintenance Unit, the automotive garage and vendors to complete the new cruiser operator compartment set-ups.

Headquarters Communications Unit

The N.H. State Police Communications Center is located at the Department of Safety's Incident Planning and Operation Center (IPOC). Communications personnel are responsible for dispatching all personnel assigned to Headquarters, Troop B, Troop D, Troop G, the Bureau of Liquor Enforcement, the Division of Fire Safety, the Department of Resources and Economic Development (DRED), and the Fish and Game Department.

The Unit has also absorbed dispatching shifts for Troops A, C and E. The Unit is also the after-hours communications provider for the Division of Homeland Security and Emergency Management, Attorney General's Office, Marine Patrol and the Medical Examiners Office; and maintains electronic communications with the National Weather Service, Emergency Alert System, and the Seabrook and Vermont Yankee nuclear power plants.

The center is responsible for receiving all nationwide law enforcement electronic messages, which includes the data entry system for both the National Crime 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 state.

National Crime Information Center (NCIC) Unit

The National Crime Information Center (NCIC) Unit plays an integral role in the exchange of data between New Hampshire law enforcement and the FBI. The NCIC Unit focuses on officer safety, public safety, protection of the agencies entering information, and protection of the rights of the persons being entered. Entries made include wanted persons, missing persons, stolen vehicles, stolen guns, protection orders, and records of sexual offenders.

Unit members provide quality control by reviewing every entry made into NCIC, assuring that each meets federal criteria. Nearly 22,000 records from New Hampshire remain active in the NCIC database; nearly 29,000 records remain active in the in-state database. The State Police On-Line Telecommunications System (SPOTS) system is deployed to over 150 law enforcement agencies in New Hampshire.

During the fiscal year, Unit personnel provided specialty training to dispatchers and police officers from a variety of law enforcement agencies on improvement and changes to the system, including the ability to input and access image files in NCIC.

A significant project during this reporting period is the Justice One Network (J-ONE). This project promises to integrate information from the courts, corrections, police departments and other criminal justice agencies.

At the present time, criminal warrants are being electronically sent from all 10 Superior Courts to their respective Sheriff's Departments. The next phase of J-ONE will include the capacity to electronically transmit disposition data from the court directly into the New Hampshire Criminal Records Unit, expediting the process of updating criminal records.

Permits and Licensing Unit

The Permits and Licensing Unit performs background checks on individuals applying for licenses to carry concealed handguns, private investigator's licenses, security guard licenses and fireworks permits.

The Unit also works extensively with State courts to determine if petitioners are suitable to have their seized and surrendered weapons returned to them.

For this reporting period, 7,390 permits and licenses were issued by the Unit and 5,567 of these permits were for Non-Resident Concealed Carry Li-

censes.

The Gun Line received 29,756 calls from firearms dealers for the purpose of approving gun sales transactions. The Unit is also responsible for inspecting all non-permissible fireworks displays throughout the state, in conjunction with the Office of the State Fire Marshal.

Licensing and inspection of both explosives and fireworks storage facilities throughout the State is also directed through Permits & Licensing Unit in cooperation with the Explosives Disposal Unit.

Recruitment and Training Unit

The Recruitment and Training Unit maintains an active list of qualified applicants for the position of State Trooper I. Testing for the position of State Trooper I is conducted four times per year. Qualified applicants are initially invited to attend the physical fitness test, followed by a written test. Applicants who are successful in these two examinations are invited to participate in a structured oral board. Applicants successful in completing the oral boards are then considered for background investigations.

The command staff reviews applicants who receive a favorable recommendation for employment after the background investigation. Only a select few applicants are invited to the final two days of testing which consist of a polygraph examination, Director's interview, psychological examination, physical examination and drug testing. Fourteen probationary troopers were sworn into the ranks of the Division of State Police during this fiscal year.

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

The Division offers an on-the-job training program approved by the Department of Veterans Affairs, meeting all State and federal requirements for the education and training of eligible military personnel, veterans

and their dependents wishing to utilize their GI Bill Educational Benefits. The Recruitment and Training Unit screens all probationary Troopers for potential enrollment into this program. Another military-related initiative is a Veteran's Affairs program that ensures military-deployed Troopers have a smooth pre-deployment exit and reintegration upon return from deployment. The program helps keep deployed Troopers in contact with their State Police family.

The Recruitment and Training Unit is also responsible for ensuring that Division members are assigned continuing in-service training. Each Division member must attend at least eight hours of in-service training, per year, in addition to use-of-force and firearms training, for continued certification as a police officer.

The Unit also coordinates training in defensive driving, prosecution, criminal interview & interrogation, and special (primarily auxiliary/part-time police officer) training and serves as a representative to the training committee of the New England State Police Administrators' Compact.

The Recruitment and Training Unit also oversees the administration of the college intern law enforcement program. This program offers unpaid positions to students who either reside in or attend college in the State and aspire to enter law enforcement as a profession.

Sex Offender Registry Unit

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. They must also register any change in their personal information within five business days. This includes employers, temporary addresses, vehicles, telephone numbers and e-mail accounts. The information is sent to the registry for daily updates.

Information from the database is updated to the State Police public website weekly. This information includes an up-to-date warrants list, information on offenders' crimes against children (Megan's Law) and photographs of offenders. This information is available to the public. Offenders must also pay an annual \$50 registration fee.

State Police also verify the address of every sexual 43

offender twice a year. This is done by certified mail and in-person compliance checks by State Troopers.

The Sex Offender Registry is also responsible for determining the reasonably equivalent offense for out-of-state sexual offenders who move to New Hampshire. An offender who does not agree with the Sex Offender Registry's determination can request a hearing to dispute it.

The Sex Offender Registry continues to grow as new offenders are released from prison or move into the State. At the end of the fiscal year, there were 4,862 offenders (an increase of 310 from July 2010), with 2,427 actively registering throughout New Hampshire, and 2,159 on the Megan's Law list.

As new laws go into effect, the Sex Offender Registry must stay current with the registration requirements and assist local police departments in complying with these changes. The Sex Offender Registry offers training to local police departments, federal law enforcement agencies, and the department of corrections in order to achieve this goal.

Executive Security Unit

The Executive Security Unit is responsible for the protection and transportation of the Governor and the First Family. The Unit also provides protection and assistance for dignitaries visiting the State.

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

Forensic Laboratory

The State Police Forensic Laboratory is the sole provider of traditional forensic laboratory services in New Hampshire. The Forensic Laboratory routinely receives and analyzes evidence from more than 220 municipal police departments, State law enforcement agencies, Sheriffs' Departments, fire departments, and federal law enforcement agencies conducting criminal investigations in the state.

The Forensic Laboratory is nationally accredited by the Association of Crime Laboratory Directors –

Forensic Laboratory composed of two main laboratory facilities – the Criminalistics Group and the Toxicology Group. Technical services currently offered by the Criminalistics Group include firearms/toolmarks, latent impressions (finger/palmprints, footwear and tire tracks), 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 includes 45 criminalists, administration and support staff that has enabled the Forensic Laboratory to become a state-of-the-art facility with highly trained and experienced specialists in each discipline.

During the 2011 fiscal year, the Forensic Laboratory underwent a performance audit conducted by the Office of the Legislative Budget Assistant. An upcoming project will be preparing for the transition to ISO-based standards during the next laboratory inspection, which is set for 2014. Throughout these projects, the Forensic Laboratory staff continues the central mission of processing cases in order to meet court and other investigatory deadlines. An increase in case activity continues to be linked to the economic climate.

Professional Standards Unit

The Professional Standards Unit ensures that all conduct by Division members is consistent with New Hampshire statutes and the New Hampshire State Police Professional Standards of Conduct. The Unit investigates all use-of-force incidents, motor vehicle pursuits and citizen complaints.

In this fiscal year, 95 complaints were filed against Division personnel (which include sworn State Police members, New Hampshire Hospital Security, and civilian support staff); 49 were generated by civilians and 46 were generated by the Division itself.

Approximately 39 percent of Division-generated complaints were due to at-fault cruiser accidents or other equipment damage.

Colonel Robert L. Quinn served as Director of the Division of State Police during the 2011 Fiscal Year.

DIVISION OF SAFETY SERVICES

The Division of Safety Services, is composed of the Marine Patrol, Boating Education, Moorings Program and Tramway and Amusement Ride Safety.

The mission of the Marine Patrol is to ensure a safe and pleasurable environment on the State's waterways while maintaining a balance among a variety of competing uses. The Marine Patrol strives to educate, inform and enforce laws and rules to maintain the residential, recreational and scenic values of the State's waterways.

The Boater Education Program, established by the Legislature in 2000, oversees the State's mandatory boating education certification program through class offerings for residents and visitors.

The Moorings Program, which began in 1988, oversees the regulation and permitting of moorings on seven of the State's largest inland bodies of water. The State issues permits for individual applicants, congregate applications (homogeneous groups applying for more than four moorings in an identified mooring field), and public mooring field permits.

The Bureau of Tramway and Amusement Ride Safety is responsible for the registration and inspection of all mechanical ski lifts operating in the State's 42 public ski areas as well as the investigation of all accidents occurring on those lifts.

The Bureau is also responsible for the registration and inspection of all amusement rides and devices operating at amusement parks, water parks, and traveling amusement shows which set up at fairs and other public venues.

A combination of increased fuel costs, a 9 percent national unemployment rate and poor economic conditions resulted in a reduction in boating activity throughout the State during 2011.

Budget reductions mandated during 2011 resulted in layoffs, reassignment of personnel and, in some cases, reallocation and reduction of resources.

The Dedicated Navigational Safety Fund was reduced to help balance the State budget. The impact of that action did not immediately affect the Division, but

The Division's mission is to provide a safe, enjoyable, and environmentally responsible use for all of the state's public waters, ski lifts and carnival amusement rides. Through three of its sections; Operations, Aids to Navigation and Boater Education Program, the Division provides a comprehensive marine safety enforcement program, places over 5,000 aids to navigation and offers boater education for all recreational and commercial boat operators. and a comprehensive program of ski lift and carnival amusement safety.

it will likely reduce future federal reimbursement funds available for recreational boating safety.

Budget cuts also reduced the number of Marine Patrol officers. Four full-time officers were laid off, as well as 12 officer trainees who had just completed the certification process at the N.H. Police Standards and Training Council.

Plans to replace the Marine Patrol Headquarters, for which \$100,000 had already been expended on a feasibility study, have been placed on hold indefinitely.

The facility continues to incur large expenditures for lighting, heating and cooling. As a result of its continuing deterioration, the current building is slowly sinking into the lake.

The New Hampshire Legislature adopted a new law regulating speed on Lake Winnepesaukee. Officers issued approximately 25 warnings and nine tickets related to the speed limits.

The Marine Patrol responded to approximately 2,000 calls for service, provided assistance to more than 250 boats and made 15 arrests for boating while intoxicated. There were also 36 reportable accidents and eight confirmed drownings.

In 2011, Marine Patrol officers issued 1,894 warnings and 1,297 citations to boat operators.

The Marine Patrol was unable to expand its “C-150” awareness program during this year. As the buoys already placed become damaged or lost, replacements will not be available. The program has been well received and the Marine Patrol will begin the expansion of the program again if funding becomes available.

The Marine Patrol oversees the mandatory boater education program in New Hampshire.

During 2011, more than 6,600 boaters received their certification, with over 5,000 choosing the option of classroom training. Prospective students may register for classes online.

Since its inception in 2002, the Boating Education Program has certified more than 145,000 boaters.

The number of registrations and inspections conducted by the Tramway and Amusement Ride Safety Bureau held steady during FY 2011 with no significant increase in accidents.

There are more than 130 mechanical ski lifts operating at 32 New Hampshire ski areas and resorts. Amusement rides operating in New Hampshire are registered and inspected prior to operation yearly at fixed amusement parks.

All go-kart tracks, water slide parks and alpine slides are also registered and inspected yearly prior to operation. The traveling amusement ride companies that operate at fairs and other public events must be registered at the start of the season and are re-inspected prior to operation at each event in which they are used.

All accidents, both ski-lift and amusement ride related that involve personal injury and/or mechanical failure must be reported and, when required are investigated.

The Division of Safety Services was dissolved, effective July 1, 2011, under legislation associated with the State budget. The Marine Patrol Bureau became a Bureau within the Division of State Police. The Tramway and Amusement Ride Safety Bureau was reassigned by the Office of the Commissioner to the Division of Fire Safety, Office of the Fire Marshal.

David T. Barrett served as Director of Safety Services during Fiscal Year 2011.

DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

The Division of Homeland Security and Emergency Management (HSEM) is the agency responsible for planning for and coordinating the state response to major disasters. Its staff forms the core of a disaster response, supported in the State Emergency Operations Center (SEOC) by liaisons from other State, federal and private sector agencies.

The agency is organized into sections, based on function.

The Operations Section runs the SEOC and carries out functions needed to keep the agency functioning.

The Planning and Program Management Section manages the paperwork flow required to seek federal disaster aid and assists local communities with their applications for disaster aid and Hazard Mitigation grants. It also handles reporting to the Federal Emergency Management Agency on grant projects.

During FY 2011, 52 Hazard Mitigation Grants totaling more than \$8.4 million were approved for New Hampshire communities.

The Field Services Section is the agency's customer service staff, maintaining contact with local emergency management directors and assisting in coordinating local emergency plans with the state.

The Technological Hazards Section primarily deals with emergency planning for the Seabrook Station and Vermont Yankee nuclear power plants, including managing annual updates to emergency plans and coordinating federally-graded exercises to test those plans.

The Communications Section maintains a variety of radio and telephone communications systems for the agency.

The SEOC, located in the state Incident Planning and Operations Center on the grounds of the state Fire Academy, is designed to be activated at a level appropriate to the scope of a disaster. That ranges from Level 1, normal business, to Level 4, a full-scale activation, which could employ more than 50 staff from HSEM and a variety of other agencies in the EOC around the clock.

A key tool in operating the EOC is WebEOC, a

N.H. Division of Homeland Security and Emergency Management Mission Statement

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

computerized logging system that allows everyone involved in an emergency operation to communicate and maintain a common operating picture.

Because it is Internet based, WebEOC can be accessed by computer by anyone who has been trained in its use and has a password. More than 2,000 state officials and local emergency management and public safety personnel have been trained. They are able to access WebEOC to monitor events and enter local status information.

During Fiscal Year 2011, the EOC was activated 19 times, mainly to monitor potentially dangerous weather and major public events, and to support local EOCs dealing with local public safety issues.

The only presidentially-declared disaster during FY 2011 was for flooding in Coös and Grafton counties in May 2011. The two affected counties received Public Assistance, for damage to public property and disaster-response expenses. Final figures for this disaster were not available by the end of the fiscal year.

The EOC was activated for severe winter weather in December 2010, and January and February 2011; for a NASCAR race in September 2010, and for an Unusual Event at Vermont Yankee in August 2010 and one at Seabrook Station in March 2011.

HSEM started in 1951 as the state's Office of Civil Defense. During the Cold War, its primary function was to plan to protect the state's civil population in the event of a nuclear attack by the Soviet Union. Fortunately, that attack never came, and the agency's focus changed over time to planning for natural and home-grown human-caused disasters.

In 1987, the agency became the Governor's Office of Emergency Management. It was tasked with

development of emergency plans for the Seabrook Station nuclear power plant, which was then under construction. When Seabrook came online in 1990, it continued to develop those emergency plans to keep up with a growing population in the Seacoast and to conduct regular graded exercises for Seabrook and Vermont Yankee.

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

Christopher M. Pope served as Director of Homeland Security and Emergency Management during Fiscal Year 2011.



DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS

The Division of Emergency Services and Communications operates New Hampshire's Enhanced 9-1-1 emergency system, providing instant access to police, fire and emergency medical assistance from any wired or cellular telephone in the State.

The New Hampshire E9-1-1 system provides a nationally accredited, state-of-the-art service to residents and visitors to the State. It continues to have one of the lowest telephone bill surcharges in the country; currently at 57 cents per month per telephone line.

During FY 2011, the Division worked on a number of projects to improve service. These include:

- Emergency Medical Dispatch re-accreditation as a Center of Excellence
- Mapping and addressing web-based paperless document processing
- GIS database and the ALI database collaboration to improve work flow
- State-of-the-art VoIP telephone system deployment

ADMINISTRATIVE SUPPORT SECTION

Administration Unit

Provides any administrative support that is necessary to assist all areas within the Division. Answer administrative telephone lines to direct telephone calls to the appropriate destination. Because the facility is secured, administrative staff is responsible for physically directing the public within the building.

Ordering – Order supplies such as consumables, computers, software, furniture and any other items the Division may need to conduct business. Ordering includes acquiring quotes and finding a vendor.

Payments – Payments are processed once an invoice has been received from a vendor. Staff verifies the invoices to be sure all items have been received and then processes the invoice for payment. Invoices are processed through the Lawson System. The Department of Safety business office and the Bureau of Accounts verify the Lawson entries and then a check

N.H. Bureau of Emergency Communications Mission and Vision Statements:

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

Vision: *It is the vision of N.H. Bureau of Emergency Communications to exceed all standards of excellence in public safety by providing state-of-the-art 9-1-1 services. In doing so N.H. Bureau of Emergency Communications envisions a day when every person in the State of New Hampshire knows and uses 9-1-1 with the utmost confidence that a high level of assistance will follow; further promoting the ideal of one number - one nation.*

is issued to the vendor.

Inventory – Tag items that require an inventory sticker and keep track of the location of these inventoried items. Remove items from the tracking database when sent to surplus. A report is sent quarterly to the OIT office.

Surcharge – When a telephone company submits a surcharge check, staff will verify that the reported number of telephone lines matches with the dollar amount of the submitted check. Occasionally, staff is required to contact telephone companies to discuss discrepancies. Also, staff will field calls from telephone companies regarding surcharge rates, forms and other miscellaneous questions.

Expenditures - Tracks expenditures for the Division.

Electronic Timesheets – Staff is participating in the beginning stages of training for the upcoming electronic timesheet process.

Public Information Unit

The Public Information/Education section continues to coordinate the integration of Emergency Interpreter Referral Service (EIRS) within the services provided by the Division. In FY 2011, E9-1-1 received forty-seven requests for interpreters. In order to provide the best possible service for the deaf and hard of hearing, staff continues to keep an open dialogue and communicate with stakeholders in the hearing impaired community.

Enhancements are continually being made to the Division's website reflecting changes that have occurred within FY 2011. The website provides an overview of New Hampshire's E9-1-1 system, which includes up-to date Enhanced 9-1-1 Commission meeting minutes, personnel listings, town/city mapping progress status, public information bulletins and public education events.

School Presentations have continued throughout FY 2011. Public education in its strictest sense encompasses all levels of schooling from kindergarten through college students who have an interest in public safety as a profession. In the past fiscal year, Division staff has provided E9-1-1 presentations and tours of our E9-1-1 center to a variety of civic and professional organizations. In addition, newly elected state legislators, facilities engineers, senior citizens and foreign speaking groups have also been instructed in our public education classes.

Wireless/Cellular education continues to be incorporated within both the public information and public education curriculum. In an effort to bring the public up to speed in the world of technology, staff works closely with in-house technical experts to add a much needed component to our curriculum regarding up and coming technology, its relevance to the consumer and its rapidly growing influence on society.

OPERATIONS SECTION

Operations Unit

The Division's Operations Section employs 62 Emergency Medical Dispatchers, Assistant Supervisors and Supervisor positions. Both the Assistant Supervisor and Supervisor positions are evenly split between the two PSAPs.

50 During FY 2011, the Division handled 511,920

emergency calls. The percentage of cellular and VoIP calls versus traditional landline calls is on a steady increase and the Division's policies regarding handling of these calls have evolved to reflect that. The daily call count remains 1,200 – 1,500 calls per 24-hour period.

The Duty Supervisors assisted in 892 judge requests for the family court division. The total for judge requests is significantly higher than last year with an increase of almost 200 requests. There were 34 hospital diversions were also completed with the breakdown as follows: Exeter-10, Wentworth Douglas- 14, Portsmouth Regional- 2, St. Joseph's- 7 and Elliot- 1. Hospital diversions have also increased slightly.

The Division obtained national re-accreditation as a Center of Excellence in Emergency Medical Dispatch in March 2011. Accreditation date is from 2011 through 2014. The updated version of Medical Priority Dispatch System (MPDS), version 12 was installed and is being utilized on all medical calls received.

Training Unit

The Division instructed and coordinated four training classes during this fiscal year. Each class consisted of 3-7 new employees. The Division offered 30 opportunities for continuing education hours, averaging 2-3 classes per month.

The Training Unit also offers training opportunities in Computer Aided Dispatch (CAD), CPR, First Aid, AED and a 40-hour Association of Public Safety Communications Officials (APCO) course for New Hampshire's local, regional and county dispatch agencies.

DATA OPERATIONS SUPPORT SECTION

Mapping/Community Relations Unit

Since 1994, the Data Operations Support Section has been utilizing GPS (Global Positioning System) Technology and GIS (Geographic Information System) 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.

The E9-1-1 GIS database currently contains more than 325,000 locations of addressable attributes such

as houses, businesses, hospitals, police stations, fire stations, campgrounds, etc. In the last year, the Data Operations Support Section has added over 50,000 points to the database bringing the total number of fully collected cities, towns and unincorporated areas up to 190. This data is also distributed to dispatch centers to aid in the quick and accurate location of E9-1-1 callers.

In FY 2011, a new web-based portal was introduced for local municipalities to submit requests for mapping and addressing assistance. This portal eliminates the need for paper transactions and streamlines the process for local officials that need to communicate addressing changes or GIS edits.

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.

Database Unit

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

In FY 2011, local officials were granted access to WebDBMS, a web-based module of the existing Datamaster database management software. WebDBMS allows local officials to submit MSAG and Routine Address Changes via the web rather than paper forms that must be faxed.

This application allows the entire process of changing records in the E9-1-1 ALI database to be logged electronically from start to finish and serves as a common platform that local officials, utility companies and Division employees can all access at any time.

The unit's efforts have provided a reliable process for telephone company representatives to submit telephone updates and deletions to the Division through daily service order activity to ensure the subscriber records stay up to date.

Collaboration

The lines between the GIS database and the ALI database have blurred as the arrival of Next Generation 9-1-1 approaches. In the past year, these two groups have worked to integrate their daily workflows and collaborate in many different ways.

The most significant change has been the creation of the Backoffice Bounce workflow, which compares individual records in the GIS database to records in the ALI database. Records that do not match are then researched, field checked, verified with local officials and eventually changes are forwarded to utility companies.

Other changes are planned to merge workflows for MSAG, Routine Address Changes, and GIS Edits with the goal of tightly bonding the two databases in preparation of an eventual long-term merger.

Technical Support Section

The Division's Technical Support Section consists of an IT Manager, six Technical Support Specialists, and a Systems Development Specialist IV.

FY 2011 continues the challenging pace of FY 2010 in maintaining and keeping up with the ever expanding role of the Technical Support Section (TSS).

The primary function of the Technical Support Section is to maintain and support the Enhanced 9-1-1 call center along with the seventy-one plus remote ANI/ALI workstations deployed over the frame relay WAN which connects to all dispatch agencies in the state. 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)

In addition to the daily support requests from both inside and outside of the agency, four major projects were assigned to the Technical Support Department:

Collaborative GIS Platform

Increasing need for real-time on demand data and expanding reliance on accurate geographic data points illustrated the need for an inter-agency shared GIS system. TSS delivered a high-availability server framework to Special Projects that was front ended with the ESRI ArcGIS suite. This system has already been 51

used by the Office of Economic Stimulus to accurately reflect and track the expenditures of Federal Recovery/Stimulus funds. Numerous agencies are eager to leverage the power of this exciting new initiative. Once rolled out, this project, the New Hampshire Visual Information and Emergency Watch Web (NH VIEWW), will provide a significant step forward in GIS availability to government at all levels and our citizens.

Emergency Medical Software Upgrade

The medical software used by the Emergency Medical Dispatchers (EMD) and remote dispatch agencies has been upgraded to the next major release. This required not only updated software on each position (PSAP and Remote Agency), but a new server solution for enhanced storage and retrieval.

System Virtualization

After FY 2009's successful virtualization pilot, significant effort was placed on moving all current systems to virtual platforms where technically possible. 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.

VoIP System Deployment

The state-of-the-art Cisco IP phone system which was deployed in the Incident Planning and Operations Center has become the new model for the State as it migrates from its legacy copper Centrex system. The Technical Support Section has been tasked with the design and implementation of said migrations, based upon our working knowledge and experience administering the Cisco IP phone infrastructure, which includes high-availability servers for calls, voicemail, and call center applications. The Department has brought nine agencies online, bringing with it a total of 1,000 users that are now supported.

Special Projects and NH VIEWW Section

The Special Projects & N.H. VIEWW Section collects geographic data throughout the state to support the delivery of emergency services at the regional and local levels. The Unit maintains and updates elec-

tronic mapping data layers that are integrated in the location identification software utilized in the two PSAPs. The data are used by the EMDs to accurately locate wireless E9-1-1 calls for processing to the local public safety dispatch centers. The Unit maintains an inventory of comprehensive maps for the PSAPs which include highway reference maps, high incident areas such as Lake Winnepesaukee and popular recreation areas in the White Mountain National Forest and snowmobile maps.

The Unit maintains location verification for each registered cellular telephone tower in New Hampshire. Verification and maintenance of this information is critical to the accurate location identification of a Phase I cellular E9-1-1 call. This is an ongoing task as new cellular towers are installed throughout the State.

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

The comprehensive maps assist both Emergency Medical Dispatchers in locating callers using E9-1-1 as well as the local dispatch and response agencies in directing appropriate resources to the scene of incidents. They have also proven to be a valuable resource for emergency planning and preparation activities.

Each year the Unit revises special event map products and data sets for events such as NASCAR races, Motorcycle Week and other events that draw large crowds.

The Unit works with the N.H. Bureau of Trails in an effort to map snowmobile trails which includes all groomed snowmobile trails in Coös, Grafton and Carroll counties totaling more than 1,900 miles. Trail junctions and 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) on snowmobile trails is increasing. The Section is working with stakeholders to utilize existing snowmobile mapping standards and trail names to ensure that a trail used in the winter for snowmobiling has the same name as an ATV trail in

the summer to reduce confusion among first responders. The Section is planning to continue this work with the N.H. Bureau of Trails and local agencies in Grafton and Carroll counties during the coming fiscal year.

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 radiological emergency response plan maps. The plan maps provide emergency responders with detailed maps of important town features such as municipal buildings, traffic control points and evacuation routes in areas surrounding the Seabrook Station and Vermont Yankee nuclear power plants.

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

The Section has been developing New Hampshire Visual Information and Emergency Watch Web (N.H. VIEWW), a web-based interactive mapping interface. N.H. VIEWW leverages substantial geographic data collected and maintained by the Division to answer the question "Where?" It contains the foundations for reporting and notification to identified public safety groups for increased situational awareness. The system incorporates tools for public safety officials to use for planning and response purposes.

N.H. VIEWW has also provided a platform for two large state agencies, Departments of Safety and Transportation, to collaborate and create a road closure database and graphical user interface to enable the accurate collection of and efficient entry of road closure information; a critical need during statewide emergencies. This application is in the final stages of deployment planning.

N.H. VIEWW is designed to be a user customized common operational picture (COP) and has broken new ground in the development of a true common operating picture, demonstrated by the interaction between state civilian response organizations; primarily the N.H. Department of Safety and the state military organization, the N.H. National Guard.

The New Hampshire VIEWW platform is believed to be the future of state agency information location

validation, geographic analysis and reporting, leading the way to a transformation in state government efficiency.

In 2010, the New Hampshire Department of Safety, Division of Emergency Services and Communications was selected to receive a Special Achievement in GIS (SAG) award at the 30th Annual Environmental Systems Research Institute International User Conference (UC) for our design and development of the N.H. VIEWW platform. This award is given to user sites around the world to recognize outstanding work with GIS technology. Our organization stood out from more than 100,000 others.

Bruce G. Cheney, ENP, served as Director of the Division of Emergency Services and Communication during Fiscal Year 2011.

DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

The Division of Fire Standards and Training & Emergency Medical Services (NHFSTEMS) oversees fire and EMS training for some 8,000 first responders in the State. In addition to training, the Division is also responsible for regulating emergency medical services licensing for 4,653 individual providers, 305 departments or services and 453 emergency medical service vehicles.

The Division is divided into three major functional groups:

- **Bureau of Training and Certification**, which oversees all New Hampshire fire and rescue certification and training programs, both on site and in the field.
- **Bureau of Emergency Medical Services**, which licenses and oversees the emergency medical providers and services in N.H.
- **Bureau of Facilities & Support**, which oversees all of the support services required to fulfill the mission of the Division, including clerical, copying, reception, facility maintenance and reservations, and transcript maintenance as well as heavy vehicle maintenance for the entire Department of Safety.

The Division operates the Richard M. Flynn Fire Academy and training programs that offer instruction in the following subjects:

- fire protection,



Mission Statement:

The Division of Fire Standards and Training and Emergency Medical Services recognizes that its primary mission is to increase the capability of the entire New Hampshire Fire Service and Emergency Medical response through the application of the best methodologies and techniques in fire service and emergency medical education and practice.

We believe in the achievement of excellence in our services through dedication, teamwork, and open communication.

We are committed to exceeding expectations through efficient research, development, delivery, and administration of all aspects of fire service and emergency medical services training and education.

- methods of determining and dealing with the causes and prevention of fire,
- firefighting research and techniques,
- emergency medical services and rescue, and
- administration and management of fire departments and emergency medical services units.

Student activity within the Division has continued to increase, with attendance at various NHFSTEMS programs increasing by 10 percent to an all time high of 25,745. There were 436 Division-sponsored educational courses during FY 2011, spanning all 10 counties. Of these programs, 29 percent were offered at the Division's campus while 71 percent were held in the field.

The budget for Fiscal Year 2011 was \$5,790,841, which does not include grants awarded to other agencies.



The Division is funded through a fee charged to insurance companies, attorneys and researchers for motor vehicle records rather than tax dollars. This Fire Training and Emergency Medical Services Fund had revenue of \$9 million during this past fiscal year. This dedicated fund supports NHFSTEMS, the Division of Fire Safety (Fire Marshal's Office), and 11 percent of the Division of Homeland Security and Emergency Management.

This fund also supports bond payments for two buildings, Administrative Services fees, and insurance. Since its establishment in 2001, the Fire Training and Emergency Medical Services Fund has saved state taxpayers more than \$35,000,000.

The Division charges a number of user fees for its programs. The certification programs are subsidized, with the Division charging "actual expenses incurred" less 65 percent for students affiliated with New Hampshire fire departments. The revenue generated by this fee structure for Fiscal Year 2011 was \$603,482, which includes tuition, fees for service, licensing of for-profit emergency medical service providers, and sales of training manuals.

Several grants were obtained during the fiscal year dealing with programs for hazardous materials training, emergency response to terrorism training, trauma and emergency services information systems, National Fire Academy training, and other emergency response and training issues.

Grants paid for the delivery of Incident Command System, Trench Rescue, Weapons of Mass Destruction, Radiological, Public Safety Response Guidelines and several other FEMA or Homeland Security training programs.

The Bureau of Emergency Medical Services is re-

sponsible for overseeing various EMS functions. These include the dissemination of public education and information relative to EMS and the Statewide Trauma System. The Bureau is responsible for managing the training, testing, and licensing of EMS providers, units, instructors, training agencies, EMS dispatchers, and EMS vehicles, including wheel chair vans.

It is also responsible for facilitating the establishment and maintenance of a communications network that includes citizen access, EMS Units, healthcare facilities, EMS Regional Councils and local, county, and State agencies. The EMS Bureau Chief serves as Executive Secretary of the Emergency Medical and Trauma Services Coordinating Board, the Medical Control Board, and the Trauma Medical Review Board.

A legislative public hearing and informational session is planned annually and held on the first Thursday in June. The hearing is jointly sponsored by the N.H. House of Representatives Criminal Justice and Public Safety Committee and the N.H. Fire Standards and Training Commission.

The Division continues to take an active role in the following New Hampshire emergency responder programs: the emergency medical conference held in either Sunapee or Bartlett, the Annual State Firemen's Association Conference, the N.H. Association of Fire Chiefs, the Professional Firefighters of New Hampshire, and the annual observance of Fallen Firefighters' Memorial Day.

The Division continues to honor individuals who give unselfishly to fire and emergency response training in New Hampshire. Nine individuals were honored in FY11. Since 1996, 102 individuals have been



awarded the Fire Academy Award or the Fire Service Award of Excellence presented by the New Hampshire Fire Standards and Training Commission.

On Saturday, May 7th, the Division celebrated the third annual New Hampshire Emergency Medical Service Provider Recognition Day established by the legislature. A ceremony was held at the State House with a reading of proclamations and remarks from several legislators and EMS Leaders.

The Division offers an entrance test in accordance with the applicable Code of Administrative Rules to assist New Hampshire fire departments in their hiring processes. This program has been offered since 1996 and is well received by both the fire service and the employment candidates. This year 381 applied to take the entrance exam.

On April 12, 2011, the Division was awarded Campus Compact for New Hampshire – Presidents’ Community Partner Award. This is awarded for exemplary leadership that translated into a lasting impact on the community for the fire science partnership with Lakes Region Community College.

The Division and the Fire Standards and Training Commission have updated two of the Division’s more complex certifications, Hazardous Materials Technician and Aerial Operator program. Both programs have been a tremendous success since being updated and approved.

Annually the Fire Academy hosts several youth programs. These include the Fire Explorer Training Academy, where 60 youths who are interested in the fire service earn classes toward their Firefighter I certification, and “Camp Fully Involved” a basic fire and leadership program for teenage girls, which is run by a

cadre of female firefighters from around the region.

On February 11, 2011 longtime Division Director Richard A. Mason retired. Director Mason had many accomplishments during his tenure and continues to be active in the fire service.

On May 1, 2011, Perry E. Plummer was appointed as the new Director of Fire Standards and Training & Emergency Medical Services. He comes to the State after spending twenty five years with Dover Fire & Rescue, including service as Dover’s Fire Chief.



DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

The Division of Fire Safety, Office of the State Fire Marshal, is responsible for the protection of the public and the State's fire service with coordinated efforts in Code Enforcement, Public Education, Hazardous Materials, and Fire Incident Investigation, thereby reducing the loss of life and property due to fire, building collapse, explosives incidents, and other emergencies in the State of New Hampshire.

The Division is divided into three bureaus: Field Operations, Building Safety and Construction, and Administration.

Field Operations

The Bureau of Field Operations is responsible for law enforcement related to arson, fire origin and cause investigations, building collapse, carbon monoxide and fire-related deaths, and code enforcement. The bureau consists of two District Chiefs, eight Fire Investigators, a Hazardous Materials Coordinator, a Fireworks Inspector, 10 part-time Inspector/Investigators and a part-time Public Education Administrator.

Investigators are sworn police officers with authority to interview witnesses, collect evidence, make arrests and appear in court as expert witnesses.

Investigators participate in continuous training through the full-time Police Academy, the National Fire Academy, Post-Blast Training conducted by the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives, Arson Seminars held at St. Anselm College and training that is provided through the Division of Fire Safety and the Bureau of Education and Training.

The Division operates a K-9 team, consisting of a District Chief and K-9 Andre. Andre is a black Labrador retriever, formerly a seeing-eye guide dog that joined the office on September 7, 2009. This K-9 team is recertified yearly and is used to detect minute traces of accelerants at fires scenes and can lead investigators to physical evidence.

The Bureau responded to 12 fatal fires this fiscal year, with a total of 13 fatalities.

The Bureau receives assistance from the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives,

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.

which details an Agent to the Division. The Bureau also works closely with other law enforcement partners.

Of specific note this fiscal year was a vehicle fire fraud case that the U.S. Attorney's Office agreed to prosecute under federal law. The defendant ultimately pled guilty to mail fraud, wire fraud, felon in posses-

Division of Fire Safety Activity FY 2011

Fire investigations	192
Fire inspections	197
Fatal fires	12
Fatalities	13
Modular inspections	108
Manufactured inspections	16
Mechanical inspections	52
Electrical inspections	194
Public education presentations	55
Pyrotechnic permits	75
Hazmat calls	135
Plan reviews	62
Variance requests	3

sion of a firearm, and possession of a firearm with an obliterated serial number.

The resolution of this investigation was the result of cooperation among local, State, and federal law enforcement. This was the first fire-related prosecution by the New Hampshire U.S. Attorney's Office in recent history, and the Division looks forward to its continued support and cooperation in the future.

In addition to its primary function of conducting investigations, the Bureau conducted 189 inspections to determine compliance with applicable codes.

The Hazardous Materials Coordinator has provided much needed assistance to local officials. The Division provided assistance for 135 hazardous materials incidents and meth lab seizures.

New Hampshire fire departments responded to 447 incidents involving flammable liquid spills, 282 incidents involving combustible liquid spills and 616 incidents involving a leak of a flammable or combustible gas.

Fire departments in the state also responded to 79 incidents involving some type of chemical spill. The Division continues to coordinate the distribution of thousands of hazardous materials response guides to local police, fire and EMS first responders in New Hampshire.

The Hazmat Coordinator and investigators from the Division participated in and supported numerous clandestine drug lab seizures and closures.

They also developed a Clandestine Labs Program awareness program in cooperation with the FBI, the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives and the Drug Enforcement Administration which is delivered to Police, Fire, EMS and local public health officials throughout the State.

The Division developed and implemented a technical sampling program for the Vermont Yankee nuclear power plant because of a leak of radioactive tritium at the plant. The program was designed to ensure the safety of the communities surrounding the plant. No tritium was detected outside of the plant grounds.

The Division is responsible for the collection of data regarding fire incidents that occur in the State of New Hampshire. Each fire department is required by statute to submit its incident data to the State Fire Marshal's Office on a monthly basis.

dents to satisfy both the state statute and to receive Federal Assistance to Firefighters Grants.

The New Hampshire Fire Incident Reporting System (NHFIRS) featured a new section on the Division's website by graphically displaying each fire department's reporting status. The reporting system is also used to track trends throughout the state.

Informational bulletins are being posted monthly on the Division's website to assist fire departments with questions regarding the NHFIRS and to provide training information. The data showed 60 percent of the fire department responses were emergency medical calls.

New Hampshire fire departments responded to 112,398 incidents during the fiscal year. Of those responses 4,127 were fires, resulting in \$22.5 million dollars in direct fire losses during this period.

Building Safety and Construction

The Bureau of Building Safety and Construction consists of five sections: Electrical Safety and Licensing, Mechanical Safety and Licensing, Modular Building, Plumbing Safety & Licensing, Manufactured Housing and Engineering.

The Mechanical Safety and Licensing inspectors are responsible for enforcement of gas fitter licensing laws and code enforcement of mechanical systems. Inspectors from this section regularly visit construction sites to ensure that work only by licensed individuals. They also provide code interpretation advice to technicians.

Three Inspectors and one Chief Inspector cover three separate regions of the state and offer technical assistance to the licensed technicians and local building and fire officials.

During this fiscal year the Mechanical Safety and Licensing Bureau issued 1,525 new licenses and 1,188 renewals, initiated 194 investigation cases, conducted 152 mechanical inspections and offered continuing education classes on NFPA 54 and the "Last Chance Thursday" for all licensed gas fitters throughout the State at no cost to the attendees.

The Voluntary Oil Heating Technicians Certification Program has seen a slight increase since 2006. There have been 88 certifications issued to date.

Electrical Safety and Licensing Inspectors are responsible for the enforcement of electrician licensing

and apprentice registration laws and rules. Inspectors from this section are regularly present on construction sites to make sure that work being performed is done only by licensed individuals and to provide code interpretation advice to electricians.

The Inspectors also assist the Division of Safety Services with electrical inspections at fairs and carnivals and provide assistance to the Fire Investigators on electrical fires.

Three Inspectors and one Chief Inspector cover three regions of the State and offer technical assistance to licensed electricians, local building and fire officials.

During the fiscal year the Electrical Safety and Licensing Bureau issued 2,505 electrical license renewals, 566 electrical apprentice/high medium voltage trainee renewals, 136 corporate renewals, 497 new electrical licenses, 381 new apprentice/trainee IDs, 15 new corporate licenses, and performed 240 inspections for electrical code compliance.

The Manufactured Housing Section is responsible for inspecting the installation of manufactured homes for compliance with installation standards. The Division also acts as the liaison to the Manufactured Housing Installation Board.

All installers of manufactured homes are required to be licensed by the Division of Fire Safety. In communities that do not have a building official the Division is responsible for the inspections.

The Engineering Section is responsible for reviewing construction plans for State buildings, and for educational and health care facilities. The section received many sets of plans during the fiscal year. These plans can be as simple as one page or up to 200 pages that must be reviewed before construction begins.

The section is pilot testing a third-party plan review process which allows the Division to utilize outside parties to review plans. The process will be evaluated in FY 2012. The section makes site visits during construction and a final inspection upon completion.

Administration

The Bureau of Administration consists of the administrative staff for Fire Safety, the Bureau of Electrical Safety and Licensing, Mechanical Safety and Licensing, Plumbing Licensing, Modular Building Program and Manufactured Housing Installation Standards

Board.

The Bureau is responsible for providing customer service, issuing all licenses for the Division, collecting revenues, purchasing, record keeping and day-to-day operations for the Division.

The Administrative Section for the Division of Fire Safety under the direction of a Supervisor II received additional duties with the addition of the Plumbing Board which includes one Administrative Supervisor, one Licensing Clerk, and one Clerk III. The licensing clerk for electrical safety retired.

The plumbing licensing has converted to "License 2000" software and has added photographs to their licenses using ID Works, which the Division already had in place.

The Mechanical Safety Section Executive Secretary has developed a PowerPoint presentation providing an overview of the licensing process and frequently asked questions to present to the trade as needed through the "Last Chance Thursday" classes presented throughout the state every month.

The Bureau continues to work with the Division of Information Technology for the online renewals for electrical, mechanical, and plumbing licensing to improve customer service.

The Modular Building Program has seen a slight increase in activity this fiscal year with 456 labels issued. There were two new manufacturers and 17 that had either closed or expired during this period.

The Manufactured Housing Section issued three renewals of installer licenses and 201 warranty seals for new installations.

The Bureau continues to promote public fire safety education as mandated pursuant to the legislation for reduced ignition propensity cigarettes, which is self supporting. Currently the Division certifies 1,114 different brands and types of cigarettes by 39 different manufacturers around the world.

The Administrative Section is also responsible for assisting the fire departments reporting data on fire calls. The New Hampshire Fire Incident Reporting System is managed by the Data Control Clerk III.

Over the 12 month period the Data Control Clerk III wrote 14 informational bulletins for the website, provided in-house training for four fire departments and provided over the phone training on the data entry tool, all the while maintaining the intake and valida-

tion process for the data collected. There were 132 fire departments reporting out of 181 in the State.

One of the Division's part-time secretaries has indexed the Division's library, making it easy to access and find what is being researched, and created a tracking policy to maintain oversight of the library's inventory. All books, videos, CDs and DVDs are catalogued into a database that keeps track of what the Division has in the library and is easily accessible to the public.

Another project was archiving of records and establishing policies and procedures for archiving. The Plans Review Office was completely reorganized and archived. Policies and procedures for all administrative jobs and duties within the Division have been created, and statistical data from a survey taken by all employees of Fire Safety in regards to the Division as a whole.

The Division has a part-time Public Education Administrator to oversee fire and life safety education on a statewide basis. The Administrator and other members of the Division have introduced several new programs that have focused on fire safety education, attending safety fairs, a poster campaign, carbon monoxide awareness and many others.

The Division firmly believes that public education saves lives.

The Division has provided support to the State Emergency Operations Center during natural disasters and issued Public Safety Bulletins on generator safety, heating safety, electrical safety and fire and life safety issues.

J. William Degnan served as Director of the Division of Fire Safety and State Fire Marshal during FY 2011.