

State of New Hampshire

**DEPARTMENT
OF
SAFETY**

ANNUAL REPORT 2008



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STATE OF NEW HAMPSHIRE

DEPARTMENT OF SAFETY

John J. Barthelmes
Commissioner

ANNUAL REPORT

For the period
July 1, 2007 through June 30, 2008

John H. Lynch
Governor

Executive Councilors

Raymond S. Burton
First District

John D. Shea
Second District

Beverly A. Hollingworth
Third District

Raymond J. Wieczorek
Fourth District

Debora B. Pignatelli
Fifth District

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State of New Hampshire



JOHN J. BARTHELME
COMMISSIONER OF SAFETY

EARL M. SWEENEY
ASSISTANT COMMISSIONER

DEPARTMENT OF SAFETY

January 15, 2009

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, 2007 through June 30, 2008.

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. Barthelme
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.

Table of Contents

DEPARTMENT OF SAFETY APPOINTED OFFICIALS 2008	8
INTRODUCTION	9
DIVISION OF ADMINISTRATION	13
DIVISION OF STATE POLICE	16
DIVISION OF MOTOR VEHICLES	25
DIVISION OF SAFETY SERVICES	32
DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL	34
DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES	37
DIVISION OF EMERGENCY SERVICES	39
DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT	42

**DEPARTMENT OF SAFETY
APPOINTED OFFICIALS
2008**

Commissioner
John J. Barthelmes

Assistant Commissioner
Earl M. Sweeney

Director of Policy and Planning
Kevin P. O'Brian

Director of Administration
Wesley J. Colby

Director of State Police
Colonel Frederick H. Booth

Director of Motor Vehicles
Virginia C. Beecher

Director of Safety Services
David T. Barrett

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

*Director of Fire Standards and Training &
Emergency Medical Services*
Richard A. Mason

Director of Emergency Services
Bruce G. Cheney, ENP

Director of Homeland Security and Emergency Management
Christopher M. Pope

INTRODUCTION

John J. Barthelmes
Commissioner

The Department of Safety is the department of state government charged with maintaining public safety and protecting the lives and property of the people of New Hampshire.

It is the third-largest department of state government, with 1,871 uniformed and civilian personnel, stationed in Concord and at facilities around the state.

The department enforces criminal, motor vehicle and boating laws. It investigates suspicious fires, trains emergency personnel, answers calls for emergency assistance and develops plans for responding to major disasters.

The department's activities touch the lives of all New Hampshire residents.

During Fiscal Year 2008, officers of the Division of Motor Vehicles Highway Patrol were merged into the State Police. A new State Police troop, Troop G, was created, made up of the former Highway Patrol officers. They continue to specialize in commercial vehicle, inspection station and school bus enforcement, but also carry out patrol and other general police duties.

The addition of those officers brings the strength of the State Police up to 365 sworn personnel.

Another major change for the Department of Safety during the period was the introduction of new driver licenses, which were first issued in June 2008.

Under the new driver license procedure, an applicant is issued a black and white temporary license at any DMV substation, which is valid for 60 days. A color permanent license is then mailed from Concord to the address listed on the application. The two-step process and technical security features on the new licenses provide increased safeguards against fraud or identity theft.

In addition, new licenses issued to persons under 21 years of age are vertical in orientation, compared to the typical horizontal orientation of licenses. The vertical licenses are designed to make them readily identifiable to restaurant servers and store clerks that the person with the license is under 21 and thus not permitted to buy or be served alcohol.

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.

The Department of Safety was established by the New Hampshire Legislature in 1961. It was originally made up of three divisions: Motor Vehicles, State Police and Safety Services.

During Fiscal Year 2008, 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 serves a four-year term.

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 a typical year.

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

Bureau of Hearings

The Bureau of Hearings is responsible for conducting administrative hearings and acts as the department's prosecutor for all of its law enforcement personnel.

The Bureau of Hearings consists of three units: Administrative Hearings, Prosecution and Litigation. The bureau management staff consists of the administrator, a chief hearings examiner and chief prosecutor.

The administrative hearings are conducted by eight hearings examiners, assisted by ten support personnel, supervised by the chief hearings examiner.

The chief prosecutor supervises five attorneys, two paralegals and a secretary. A litigating attorney; the chief examiner, who represents the department in Superior Court appeals and a legal secretary complete the staff, all reporting to the administrator of the Bureau of Hearings.

The bureau was established under the provisions of RSA 21-P:13. It is purposely not attached to any of the divisions, bureaus, or other sections to avoid even the appearance of prejudice or impropriety.

Hearings are primarily conducted under the general authority of the administrative rules ([Saf-C 200](#)). Hearings are also administered through the specific rules and statutes that are applicable to the subject matter and scope of review listed.

In this fiscal year, the bureau moved within the Safety headquarters building and added a courtroom for multiple public hearings, greatly reducing the waiting time for hearings.

Hearings are decided on a preponderance of evidence standard. This is the lowest standard of proof used in U.S. jurisprudence. If the hearings examiner feels that he or she has enough information or evidence to show that it is more likely than not that something happened, preponderance is satisfied.

The quasi-judicial hearings include all license reviews; for example, Habitual Offender review or certification; Demerit Points System; Transporting Alcohol by a Minor; Administrative License Suspension

chemical test after an arrest or refused to take one), Uninsured Accident Involvement and Fatal and Serious Injury Crashes.

Other hearings include topics such as fireworks licensing, security guard licensing, car dealerships, inspection stations and the titling of vehicles. Additional examples of topics covered include common carrier authorization, abandoned vehicles, sex offender registration and dynamite permits.

The bureau also conducts public hearings governing the use of watercraft on certain waterways. In Fiscal Year 2008 the bureau conducted 26,316 administrative hearings.

The Prosecution Unit provides assistance to State Police, the State Fire Marshal, Marine Patrol and N.H. Hospital Campus Police.

The Prosecution Unit's mission is to provide prosecution services for Department of Safety law enforcement agencies and to fairly, effectively and efficiently enforce the laws of the State of New Hampshire.

Due to the large coverage area, the state has been divided into primary and secondary court coverage. Three prosecutors have been decentralized to two satellite locations at Department of Safety facilities in Epping and Milford.

For the primary courts, the Prosecution Unit accepts and prosecutes only misdemeanors, but for the Manchester District Court it prosecutes all violations and misdemeanors. For the remainder of the state's district courts, the unit provides secondary court coverage for more complex misdemeanor cases. The law enforcement agency is primarily responsible for its own prosecution in these courts.

The Prosecution Unit allows Department of Safety law enforcement officers to spend less time in court and more time carrying out law enforcement duties.

Prosecutors have moved into a larger area and in closer proximity to the employees and law enforcement officials served. Unit employees are effectively "walled off" from other hearings bureau functions to ensure impartiality on both sides.

Grants Management Unit

The Grants Management Unit is responsible for searching for, applying for, administering and reporting on federal grants and congressional earmarks, foundations and other sources of funding for the Depart-

ment of Safety. It also handles audit preparation for the majority of these federal projects.

The unit currently has 5.5 full time equivalent positions.

The J-One information sharing project for local law enforcement information sharing has been reinvigorated by an infusion of up to \$8 million in federal funds. This project is making progress in linking 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 is also now administering the majority of Federal Motor Carrier grant funds which buttress commercial vehicle enforcement and safety initiatives statewide.

In addition to grants for all divisions of the department, the Grants Management Unit handles pass-through federal grants for cities, towns and counties from the U.S. Department of Homeland Security.

The unit has approximately \$80 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. They 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.

Since Homeland Security grants to the state and local governments began in 2003, New Hampshire has received a total of \$65.7 million. Eighty percent went to local first responders.

A major objective of the Grants Management Unit is to 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. Nearly \$26 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. An additional \$5+ million in PSIC

grant funds will continue to build local infrastructure, training and radio programming needs in the next two years.

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.

Legal Unit

The Legal Unit 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.

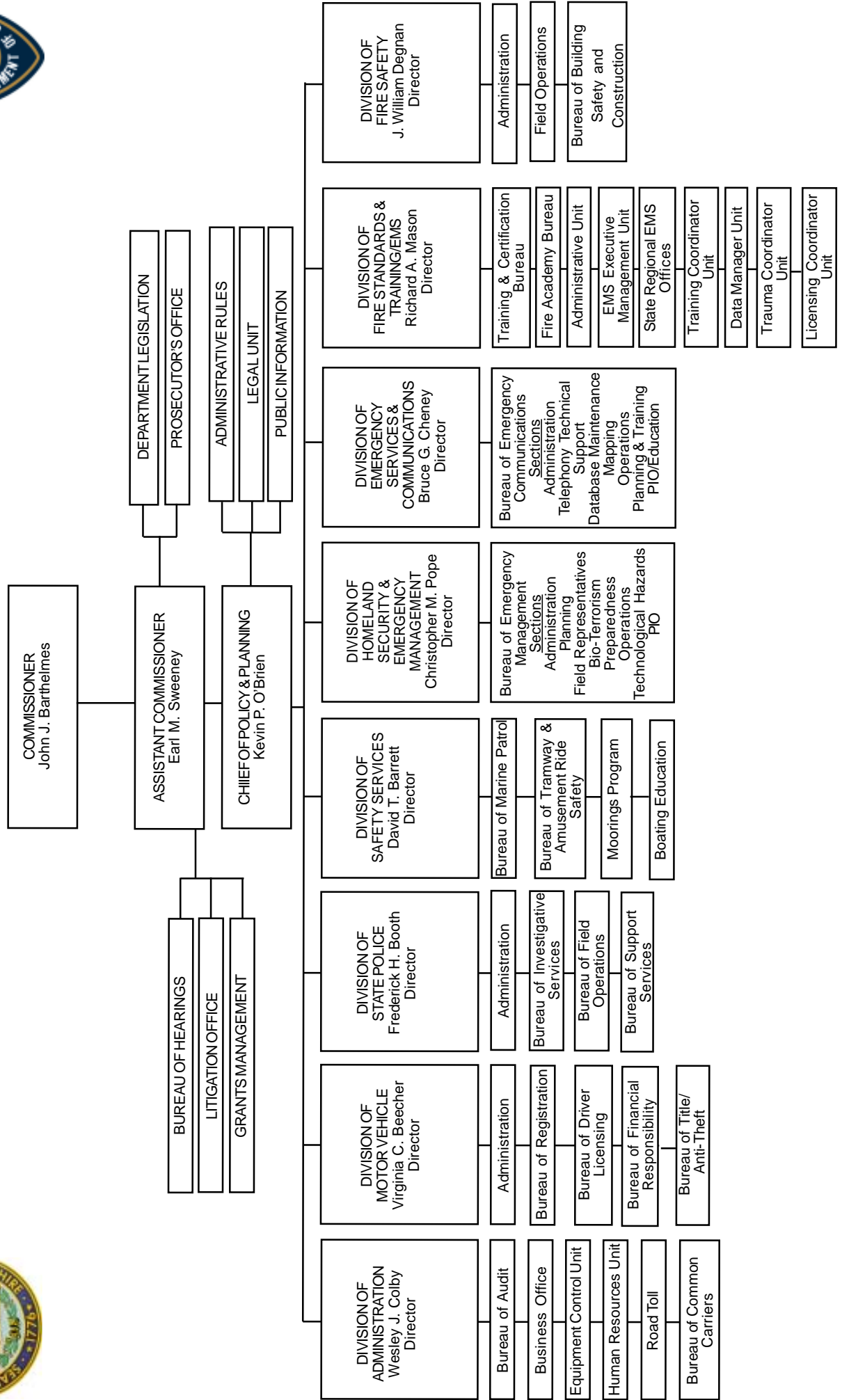
Public Information

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 coordination of printing and dissemination of prepared 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.

NEW HAMPSHIRE DEPARTMENT OF SAFETY ORGANIZATIONAL CHART



DIVISION OF ADMINISTRATION

The Division of Administration is comprised of the Business Office, including Accounts Payable, Accounts Receivable and Human Resources; Equipment Control, including the Warehouse and Automotive Garage; Road Toll, including Administrative and Audit Bureaus; Central Maintenance, and the Reprographics Unit, as well as 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

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.*
- *Clerical support for the State Advisory Board of Fire Control.*

Personnel Data Budgeted Number of Employees

	06/30/08
Unclassified	13
Classified	1,132
Temporary	25
Part-Time	239
Non-Classified	<u>536</u>
Total	1,945

Number of Positions Filled

Unclassified	12
Classified	1,059
Temporary	24
Part-Time	239
Non-Classified	<u>536</u>
Total	1,871

taxes and fees showed little growth during the year, reflecting the increased costs of fuels and the apparent reaction of the driving public to them.

Reprographics produced more than three million documents during the year. In addition, the unit micro-filmed 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 completion and occupancy of the addition to the State Police radio maintenance shop at 33 Hazen Drive.
2. The completion of the redesign and reconstruction of two floors of the James H. Hayes Safety building at 33 Hazen Drive.
3. The completion and occupancy of the addition to the Fire Station at the Fire Academy for the Division of Fire Standards & Training & EMS.
4. The final two divisions to occupy space in the new Emergency Operations Center moved in this year—those being E-911 and State Police Dispatch.

Department Revenue and Expenditures

06/30/2008

REVENUE*

1. Fines, Penalties and Taxes	\$157,875,796
2. Federal Funds	35,167,300
3. Fees and Registrations	104,811,709
4. Other Sources**	43,843,709
	\$341,698,156

EXPENDITURES*

1. Permanent Personnel Services	\$52,438,370
2. Current Expense	18,996,259
3. Equipment	4,604,300
4. Other Personnel Services	3,946,546
5. Benefits	23,554,058
6. Travel In-State	3,257,010
7. Travel Out-of-State	120,331
8. Miscellaneous	53,873,702
	\$160,790,576

Disbursements to Cities and Towns
(included under Expenditures #8 above)

Drivers' Assistance Paid to School Districts \$1,599,575

Disbursements to State Agencies
(Included under Expenditures #8 above)

Office of Information Technology	\$7,601,221
Administrative Services (phone, postage, supp.)	885,335
Administrative Services (Indirect & Audit Costs)	1,212,159
Admin. Svcs. (Workers' Comp & Unemployment)	467,605
Administrative Services (Rent & Janitorial)	1,821,123
Administrative Services (Health Benefits)	3,315,739
Department of Corrections	414,377
Department of Resources & Economic Development	298,508
Department of Health and Human Services	577,806
Department of Transportation	2,721,352
All other departments combined	1,613,227
	\$20,928,452

*Source of revenue and expenditures figures: N.H. Integrated Financial System

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

DIVISION OF STATE POLICE

N.H. State Police is one of New Hampshire's premier law enforcement agencies. New Hampshire troopers patrol state highways, toll roads and interstates. They enforce state criminal, motor vehicle and other public safety laws. Headquartered at the James H. Hayes Safety Building in Concord, State Police operates from six troop stations around the state and provides a visible law enforcement presence across New Hampshire.

The division has shared jurisdiction in towns with a population of less than 3,000 and primary jurisdiction on all interstate highways. Troopers 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 N.H. State Police was created by an act of the Legislature on July 1, 1937, the 15th such force in the United States. At its inception, the State Police consisted of 43 officers supported by eight civilian employees.

In 2008, officers of the Highway Patrol Bureau of the Division of Motor Vehicles were merged into the State Police to form Troop G. That brought the total of sworn officers in the State Police to 365. They are supported by 148 civilian employees

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.

Field Operations Bureau

The Field Operations Bureau provides uniformed patrol and troop level investigative services throughout the state. The bureau is divided into three areas, each representing two troops. Personnel assigned to this bureau account for the majority of sworn personnel in the Division of State Police.

The primary function of the bureau is providing

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.

motor vehicle enforcement and criminal deterrence patrol. These services are provided across the state, including many small communities that do not have their own police departments. In those communities, troopers provide the complete range of law enforcement services, conducting patrols, taking calls for service and investigating motor vehicle crashes and criminal activity.

Uniformed troopers also provide routine assistance to communities with small or part-time police departments, in addition to providing a resource for larger police departments upon request.

Investigation of criminal activity within the six troop areas is conducted by detectives assigned to each barracks. These troopers investigate all types of crime, as well as untimely deaths within their jurisdictions. Troop detectives are frequently called upon to assist the Major Crime Unit and to assist out-of-state law enforcement agencies.

The Field Operations Bureau also provides several specialty services. These include Aviation, Canine, D.A.R.E., Drug Recognition, Explosives Disposal, Motorcycle Patrol, the Special Enforcement Team, Special Events Response Team, Special Weapons and Tactics Team and Technical Crash Reconstruction.

The majority of troopers in specialty units have patrol duties as their primary assignment. They are assigned to all six troop areas to ensure that their skills are readily available throughout the state.

Troop A

Troop A, headquartered in Epping, covers Rockingham and Strafford counties, which includes metropolitan, suburban and rural communities and some of New Hampshire's most important centers of tourism and commerce.

During 2007 Troop A personnel conducted 43,147 motor vehicle stops and issued more than 13,000 tickets for speeding and other moving violations. They also arrested 540 drivers who were under the influence of alcohol or drugs.

In November 2007, Troop A troopers assisted Rochester police during a hostage situation at the Hillary Clinton for President campaign headquarters. This incident received national news coverage and resulted in the peaceful surrender of the suspect. There were no injuries to civilians or law enforcement personnel during the incident.

Troopers and detectives investigated more than 1,766 criminal and non-criminal incidents and recorded 1,190 criminal arrests.

Troop B

Troop B patrols Hillsborough County, which includes thirty-one towns and the cities of Manchester and Nashua. The troop covers the F.E Everett Turnpike from Nashua to Manchester and Interstates 93 and 293 from the Massachusetts border to the Hooksett Toll, a total of 146 miles of interstate highway in the most heavily populated area of the state.

During the next fiscal year, the troop barracks will be moved from Milford to Bedford adjacent to the Everett Turnpike.

In 2007, Troop B personnel issued 12,312 summonses and 16,068 warnings. They made 31,703 motor vehicle stops and investigated 1,124 crashes, including 15 fatalities.

Troopers and detectives made 888 criminal arrests.

Troop C

Troop C covers Sullivan and Cheshire counties in the southwest corner of the state. It is headquartered in Keene and is the primary law enforcement agency

in 18 towns.

In 2007, Troop C personnel logged 729 criminal arrests and 143 arrests for DWI. They made a total of 20,981 motor vehicle stops and investigated 305 crashes, including nine fatalities.

Members of Troop C worked with the U.S. Marshal Service and the Plainfield Police Department during a nine-month standoff at the fortified home of tax evaders Ed and Elaine Brown. That standoff came to a peaceful resolution in October 2007 when the Browns and several of their supporters were arrested.

Troop D

Headquartered in Concord, Troop D provides patrol coverage to 25 towns and two cities located within Merrimack County. 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 includes approximately 230 miles of interstate highway.

In 2007, Troop D personnel conducted 43,958 motor vehicle stops, which resulted in 17,299 summonses and 21,260 warnings. They also made 255 DWI arrests, most of which were made on I-93 or I-89 within a 10-mile radius of Concord.

Troop D personnel investigated 1,028 motor vehicle crashes, including seven fatalities, and made 717 criminal arrests.

Troop E

Troop E, headquartered in Tamworth, covers Belknap and Carroll counties, which includes 29 towns and the City of Laconia.

In 2007, Troop E personnel made a total of 25,658



motor vehicle stops. They made 122 DWI arrests and investigated 168 motor vehicle crashes, including three fatalities. They also made 629 criminal arrests.

In July 2007, Troop E personnel responded to the scene of a triple homicide in Conway. The victims were shot during a robbery attempt at a local business. An armed male suspect was tracked by patrol troopers, detectives, Conway police, State Police SWAT and K-9 units and the State Police helicopter. The suspect was arrested Fryeburg, Maine.

Troop F

Troop F covers Coös and Grafton counties, which includes two cities and 72 towns and unincorporated places, 60 miles of interstate, 3,000 miles of state and local highways and hundreds of miles of back country roads.

This area has a resident population of more than 121,000 year-round residents and hosts over seven million vacationers who visit this part of the state during the year. Troop F is headquartered in Twin Mountain.

Of the 74 municipalities and unincorporated areas in this region, State Police personnel have primary or shared jurisdiction in 47 towns and 12 unincorporated areas, each having a population of less than 3,000 residents.

Troop F personnel made 21,177 motor vehicle stops during 2007 and investigated 542 crashes, including eight fatalities. They also made 160 DWI arrests.

Troop G

Troop G was created on Feb. 1, 2008, by merging approximately 80 Division of Motor Vehicles Highway Patrol and Enforcement officers into the State Police. The transfer was proposed by Commissioner John J. Barthelmes and approved by the Executive Council.

Troop G personnel specialize in enforcement of commercial motor vehicle laws, regulation of motor vehicle dealers and inspection stations and the investigation of identity theft and title fraud.

Troop G functions are extremely diverse. A Truck Weight Team operates the fixed truck weigh stations on I-93 north and southbound in Windham and conduct weighing operations to detect overweight or under-registered commercial vehicles, utilizing portable scales at pull-out locations throughout the state.

During the weighing process, a multipoint safety inspection is conducted on a random selection of those 18 weighed, including not only a physical inspection of the

vehicle but a review of the driver's logbook and credentials and compliance with hazardous materials transportation requirements and motor fuel tax requirements.

A New Entrant Team conducts educational programs to set up new motor carriers operating in the state and conducts terminal audits of established motor carriers to ensure that they are meeting federal and state motor carrier safety regulations.

A Border Enforcement Team focuses on inspection of commercial vehicles in the North Country near the Canadian border and at the Seacoast, looking for smuggling of drugs, weapons and explosives and human trafficking. This team works closely with the U.S. Border Patrol and other federal Homeland Security agencies. Two trained drug detector dogs are attached to this team.

The Commercial Driver License team conducts testing and licenses all new commercial vehicle operators in the state.

Troop G personnel physically inspect every school and church bus in the state once a year for safety violations and test and license all new school bus drivers.

Area Troop G personnel conduct compliance checks of all licensed retail auto dealers and official state inspection stations, pick up revoked and suspended driver licenses and registration plates, collect overdue traffic fines and serve warrants on persons who default court for traffic offenses.

A Fraud Unit investigates identity fraud involving driver licenses and non-driver ID cards, motor vehicle title fraud, thefts of construction equipment and heavy commercial vehicles and illegal registration of vehicles by non-residents.

Troop G troopers on detached duty to DMV provide security and cash escorts at DMV locations and assist with providing driver license skill tests during peak periods. A Troop G sergeant on detached duty supervises the Driver License Bureau for DMV and oversees two troopers who coordinate the DMV Pupil Transportation Safety and Driver Education units.

Crisis Negotiation Unit

The goal of the crisis negotiation process is to

peacefully and safely resolve critical incidents.

The N.H. State Police Crisis Negotiation Unit responded to nine calls for service in 2007. Those calls included suicidal and barricaded subjects, hostage situations, domestic violence cases and the long-term siege of the home of tax evaders Ed and Elaine Brown of Plainfield. The majority of calls were the result of activations of a SWAT unit.

The unit provides training to court officers through the Administrative Office of the Courts.

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

The Drug Abuse Resistance Education (D.A.R.E.) program places police officers in school classrooms to teach students to avoid drug use. The program has been active 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.

In 2007, D.A.R.E. New Hampshire assisted D.A.R.E. America with pilot programs on Internet safety and over-the-counter medication abuse.

Drug Recognition Expert Unit

Drug Recognition Experts are troopers trained in the detection of drivers impaired by alcohol and drugs. They administer breath tests, psychophysical tests, checks of vital signs and a series of eye examinations to determine whether a driver is impaired and the type of drug that he or she may have used. The field tests are then confirmed by a blood test.

N.H. State Police have participated in the program since 1991. There are 21 Drug Recognition Experts and seven DRE instructors in the unit.

Explosives Disposal Unit

Explosives Disposal Unit members are trained and equipped to assess and render safe suspicious packages or explosive devices. All troopers assigned to the unit receive bomb technician certification and are also trained to the Hazardous Materials Technicians level through an accredited program from the International Association of Firefighters.

Unit members are trained to conduct post-blast investigations, provide technical assistance to investigators and provide expert testimony in court.

The Explosives Disposal Unit maintains a fully equipped emergency response vehicle and three certified explosive detection canines available to respond anywhere in the state.

There were 151 calls for service and 484 explosive detection canine requests in 2007.

K-9 Teams

State Police K-9 teams are each composed of a specially trained trooper and dog. The patrol dog teams are cross-trained for drug detection, cadaver detection, and explosives detection. They are assigned to all troop stations in the state.

All teams are trained and certified to standards of the New England State Police Administrators Compact and the United States Police Canine Association.

The K-9 Unit is responsible for training patrol and specialty dogs for the N.H. State Police and other law enforcement agencies.

K-9 Unit teams responded to 1,516 calls for service in 2007, including assistance to the U.S. Secret Service in protecting presidential candidates, detection of drugs and cash concealed in motor vehicles and tracking criminal suspects and missing persons.

Motorcycle Unit

The Motorcycle Unit is a highly visible enforcement resource. During the riding season, Motorcycle Unit troopers assist on traffic details and crowd control at Motorcycle Week events and NASCAR races at N.H. International Motor Speedway. They also took part in special enforcement details in Manchester.



Motorcycle Unit troopers made 8,409 motor vehicle stops in 2007, made 16 DWI arrests and assisted at the scene of 28 motor vehicle crashes.

N.H. Hospital Security

The mission of N.H. Hospital Security is to provide for the safety of psychiatric patients and staff, including the transportation of patients to and from the hospital. They also provide security for the state's South Office Park campus

Security officers assisted with 2,270 hospital admissions in 2007 and completed 849 hours of training. One officer has been certified to carry a Taser and others are also being trained in Taser use.

In August 2007, a SPOTS terminal was installed in the Hospital Security dispatch center and dispatchers and officers have been trained in its use.

N.H. Hospital Security officers are unique among New Hampshire's law enforcement community. In addition to attending the N.H. Police Academy and becoming certified full-time police officers, they also are required to complete an extensive course of education and training in mental illness and in methods and techniques for successful interaction with mentally ill persons.

Among the calls for service and incidents they handle on the hospital grounds and surrounding state office campus include providing security during all involuntary admissions to the hospital, responding to incidents involving violent or assaultive patients, searching for and returning walk-aways from the hospital, transporting mental patients between the hospital and regional mental health facilities, providing security for Concord District Court mental health court sessions held at the hospital, apprehending persons attempting to smuggle contraband to patients, enforcing traffic laws and regulations on the Class III roads that comprise the campus, and handling threats against public officials, employee thefts and assaults that occur on the premises of the various state agencies on campus.

Security Unit dispatchers act as the communications nerve center for the hospital and handle radio and telephone communications and visitor sign-ins on a 24-hour basis.

Special Enforcement Unit

20 The Special Enforcement Unit, also known as the

Aviation Unit, takes part in traffic enforcement operations, provides aerial drug surveillance, searches for missing and wanted individuals and provides aerial photography.

The unit flies two aircraft, a Cessna airplane and a Bell 407 helicopter. The Cessna flew 110 missions in 2007, logging 331.5 hours in the air. The helicopter flew 87 missions during the year, logging 119.4 hours.

The unit also responded to numerous requests for services from state, federal and local public safety agencies.

Special Events Response Team

The Special Events Response Team (SERT) consists of 50 troopers extensively trained in riot control formations and mobile field tactics. One member of the team is trained as a tactical paramedic and several are trained in the use of chemical agents. The team also carries specialized equipment for riot control and other special operations.

SERT trained in 2007 with county and state corrections officers to assist with prison disturbances.

The largest SERT deployment during the year was to suppress rowdy behavior and protect the towns of Keene, Plymouth and Durham during the World Series.

Capital Security Unit

The mission of the State Police Capital Security Unit is to provide security to State House complex, which includes the State House, Legislative Office Building, State House Annex and State Library.

The State House is the primary hub of state government and houses the Governor and his staff, the President of the Senate, Speaker of the House and other high ranking officials.

Members of the unit work with a variety of other agencies, including the State Police Executive Security Unit, Legislative Protective Services and the Concord Police Department.

In 2007 the unit provided security for State House visits by candidates of both parties in the New Hampshire Presidential Primary.

Special Weapons and Tactics (SWAT) Unit

The Special Weapons and Tactics (SWAT) Unit was created in 1972 to respond to hostage and barri-

caded suspect incidents. Troopers in the SWAT Unit come from all troop stations in the state and receive specialized training and equipment.

The SWAT Unit handled 16 calls for service in 2007. Those included one hostage situation, nine barricaded suspects, two high-risk warrant service calls and four calls to assist with presidential security details and federal exercises.

The unit hosted two New England-wide SWAT training schools that trained 35 troopers from around the region. It also continued to train state, county and local police officers in responding to active shooter incidents.

Technical Accident Reconstruction (TAR) Unit

The Technical Accident Reconstruction Unit (TAR) investigates and reconstructs motor vehicle crashes involving technical issues. It consists of 13 members who have received specialized training in the investigation of motor vehicle collisions, including Motor Vehicle Reconstruction, Crash Data Retrieval and Forensic Mapping.

Unit members conducted 39 investigations during 2007, 22 of which resulted in felony charges.

The unit provides all troopers with an 80-hour Basic At-Scene Collision Investigation School.

Investigative Services Bureau

The Investigative Services Bureau directs and coordinates State Police criminal investigations. The bureau is composed of three specialized units: Major Crime, Narcotics Investigation and Intelligence.

Investigative services are provided to federal, state, county and local law enforcement agencies, including the N.H. Attorney General's office.

Major Crime Unit

The Major Crime Unit is primarily responsible for the investigation of homicide cases. Unit members work with prosecutors from the U.S. Attorney's Office, the N.H. Attorney General's Office, local police and county attorneys on the investigation and prosecution of criminal cases.

In 2007, the unit responded to 75 calls for service, which included homicide, sexual assault, assault and police shooting cases.

The unit investigated the shooting death of

Franconia Police Corporal Bruce McKay, whose assailant was subsequently shot and killed by a witness to the crime.

It also contributes to the continuing education of detectives throughout the division. In December, unit members conducted an Interview and Interrogation school. Other training sessions included Constitutional Law, Shooting Reconstruction, Forensic Examination of Computers and Sudden Infant Death Syndrome.

Narcotics Investigations Unit

The Narcotics Investigations Unit is responsible for the investigation of individuals and organizations involved in the illicit trafficking of controlled substances.

The unit conducted 66 case investigations in 2007. Items seized during those investigations included: 250 pounds of marijuana; 1,520 marijuana plants; eight ounces of crack cocaine; 65 ounces of powder cocaine; 357 pills, including Ecstasy and OxyContin; five vehicles and 75 handguns.

The NIU includes undercover officers who attempt to infiltrate drug organizations. It works closely with the Attorney General's Drug Task Force, the U.S. Drug Enforcement Agency and drug enforcement units from the other New England States. Recent arrests have included large-scale indoor hydroponic marijuana growing operations and an increase in illegal methamphetamine labs.

Dealing in illegal drugs has become an increasingly sophisticated business, with extensive use of computers, cell phones, pagers and other electronic technology by drug criminals, as well as the involvement of street gangs, criminals armed with assault weapons, international criminal organizations and ties to terrorist organizations.

Illegal drugs have been identified by the Governor's Crime Commission as at the root cause of the majority of serious crimes committed in New Hampshire. The intelligence developed by the NIU in the course of drug investigations frequently leads to the solution of other crimes and the apprehension of dangerous felons.

These investigations are costly and time-consuming and involve a variety of sophisticated crime detection equipment, as well as skilled detective work.

Terrorism Intelligence Unit

The responsibility of the Terrorism Intelligence Unit is to analyze intelligence information relating to criminal and terrorist activity and to coordinate the dissemination of this information among law enforcement agencies.

The unit provides critical terrorist updates and officer safety information to all members of the N.H. State Police and approximately 180 local enforcement agencies.

During 2007, the unit reviewed approximately 2,650 pieces of information received from numerous law enforcement sources from across the country. The unit also reviewed more than 3,340 N.H. DMV foreign driver license applications.

The unit processed 122 intelligence reports dealing with individuals involved in terrorism or suspicious criminal activity. It also recorded 1,774 arrest reports by State Police and 187 LENS reports from New Hampshire law enforcement into the intelligence system.

Support Services Bureau

The Support Services Bureau provides many of the behind-the-scenes services necessary to keep the division functioning. The bureau is composed of Auxiliary Troopers, Communications Maintenance, Criminal Records, the Division Armorer, Fleet Maintenance and Equipment Supply, Headquarters Communications, National Crime Information Center, Permits and Licensing, Recruitment and Training, the Sex Offender Registry and Uniform Crime Reporting

Auxiliary Troopers

The auxiliary troopers are certified part-time sworn troopers who provided services to the state on a volunteer basis by assisting division members with public relation events, communications, patrol, traffic control, and select investigations.

These part-time troopers volunteer more than 900 hours annually. Auxiliary troopers participated in details such as Motorcycle Week in Laconia, races at N.H. Motor Speedway, county fairs and civic events.

Communications Maintenance Unit

Communications Maintenance 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, Fish and Game Department and other state, county and local public safety entities.

During 2007, unit personnel were involved in the relocation of the State Police Dispatch Center from State Police headquarters to the Incident Planning and Operations Center on the grounds of the state Fire Academy. They also participated in the upgrade of approximately 50 Motorola Gold Elite dispatch consoles located at county dispatch centers around the state. A new state-of-the-art digital recording system from Exacom Corporation was installed at all State Police troop stations.

The unit carried out a total of 3,559 installation or repair operations during the year.

Criminal Records Unit

The Criminal Records Unit regulates, maintains and supports the Criminal History Repository Information System. 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. Unit members also maintain the AFIS Live Scan stations throughout the state.

In 2007, the unit processed 161,813 CHRI requests and 72,798 sets of fingerprints.

Fleet Maintenance and Equipment Supply

Fleet Maintenance and Equipment Supply is responsible for acquiring and maintaining vehicles for the Division of State Police and assisting with the operation of the Department of Safety automotive garage. The unit is also responsible for procuring, issuing and maintaining an inventory of all division uniforms and equipment.

In 2006, the Division switched to the Dodge Charger Police Package cruiser. There are currently 37 of the cruisers on the road. All are being equipped with push bumpers to allow them to remove disabled vehicles.

The newly issued sidearm is the Smith & Wesson Model M&P .45 caliber pistol. Troopers are also being issued the AR .223 caliber Tactical Automatic Rifle.

Headquarters Communications Unit

Headquarters Communications is responsible for dispatching Headquarters, Troop D, Liquor Enforcement, Fire Marshals, Forests and Lands and Fish and Game.

The unit provides after-hours communications for state agencies such as N.H Homeland Security and Emergency Management, Attorney General's Office, Marine Patrol and the Medical Examiner's Office and receives emergency notifications from the National Weather Service and the Seabrook Station and Vermont Yankee nuclear power plants.

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

In July 2007, the Dispatch Center was moved from State Police headquarters to the Incident Planning and Operation Center. From the new location, Headquarters Communication has taken over dispatching for all or part of the midnight shifts for Troops A, B, C and E and the evening shift for Troop B.

National Crime Information Center (NCIC) Unit

The FBI National Crime Information Center was 40 years old in 2007 and broke a record by handling an average of six million transactions per day, or 1.6 billion per year. The State Police NCIC Unit made 13,439 entries into the system, with information on stolen guns, other stolen property, protection orders and other items.

The unit also processed a record 90,000 transactions during one 24-hour period through SPOTS.

The unit is the liaison between law enforcement in New Hampshire and the FBI. SPOTS has 1,413 devices in New Hampshire, connected to NCIC in Clarksburg, W. Va., and the National Law Enforcement Telecommunications System in Phoenix, Ariz.

There are currently 2,500 certified SPOTS op-

erators in the state.

Permits and Licensing Unit

The Permits and Licensing Unit performs background checks on individuals applying for non-resident licenses to carry pistols and revolvers, private investigator licenses, security guard licenses and fireworks and explosives permits.

The Permits and Licensing Unit also inspects all non-permissible fireworks displays throughout the state as well as construction sites where explosives are used.

In 2007, the unit issued nearly 13,000 permits and licenses.

Recruitment and Training Unit

The Recruitment and Training Unit is responsible for screening and testing applicants to be probationary troopers. Testing is conducted six times per year, which includes the physical agility test, written test, structured oral board, background investigation, polygraph examination, director's interview, psychological examination, physical examination and drug testing.

In 2007, 21 probationary troopers were sworn into the ranks of the Division of State Police.

Newly enlisted probationary troopers undergo 14 weeks of training at Police Standards & Training. Upon graduation, they are assigned to troop stations, where they work under the supervision of a field training officer. Once released to solo status, probationary troopers continue to work under the supervision of the troop field training officer supervisor.

The Recruitment and Training Unit is also responsible for ensuring that division members continue to receive eight hours of in-service training each year to maintain their certification as police officers.

Sex Offender Registry

The Sex Offender Registry is responsible for maintaining the database of registered sex offenders within the state. The law requires convicted sex offenders to register with their local police department. The registration information is forwarded to the Sex Offender Registry to be entered into the database and the Department of Safety website.

The website information includes an active warrant list for wanted or non-compliant offenders, up- 23

dated information on offenders against children posted and photographs of offenders. Quarterly non-compliance reports are mailed to law enforcement agencies for their review and investigation.

As of December 2007 there were 3,818 offenders listed in the registry.

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 or assistance for visiting dignitaries to the state.

The unit provided protection for Gov. John Lynch and his family at National Governors Association conferences in Washington, D.C., Traverse City, Mich., and other meetings and hearings in Boston, New York and Washington, D.C.

The unit worked closely with the U.S. Secret Service on security for presidential candidates.

Forensic Laboratory

The State Police Forensic Laboratory is the state's sole provider of forensic laboratory services. The Forensic Laboratory routinely receives and analyzes evidence from over 220 city and town police departments, nine state law enforcement agencies including the State Police, county sheriff departments, city and town fire departments and federal law enforcement agencies conducting criminal investigations in the state.

The Forensic Laboratory is 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/palm prints, footwear and tire track), serology, DNA, digital evidence, trace and controlled substances examinations. Technical services currently offered by the Toxicology Group include blood and breath alcohol testing as well as the analysis of controlled substances in urine, blood and other biological samples.

The laboratory is nationally certified by the Association of Crime Laboratory Directors' Laboratory Accreditation Board.

In 2007, the Criminalistics Group processed 7,656 case submissions, consisting of more than 25,000 exhibits of physical evidence. The Toxicology Group

handled more than 1,800 blood tests and toxicology cases, including approximately 5,000 tests. The urine analysis section processed in excess of 21,000 parole, probation and prisoner urine samples from the Department of Corrections.

Professional Standards Unit

The Professional Standards Unit ensures that 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 and citizen complaints.

Eighteen complaints in FY 2008 were related to personal conduct during contacts on motor vehicle stops. This continues to be the most reported complaint over the last six years. Only one such complaint was sustained.

Complaints filed against Division personnel:

2007 TOTAL: 91
2006 TOTAL: 87
2005 TOTAL: 67
2004 TOTAL: 84
2003 TOTAL: 101
2002 TOTAL: 130
2001 TOTAL: 147
2000 TOTAL: 178

Colonel Frederick H. Booth served as Director of the Division of State Police during Fiscal Year 2008.

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 four main bureaus: Financial Responsibility, Driver Licensing, Registration and Title and Anti-Theft, along with many smaller sections. Detailed information regarding the various units of the DMV is provided below.

Arbitration

The arbitration process provides a speedy and cost effective means to resolve vehicle warranty problems. It is informal and offers the consumer a remedy for disputes over defects covered by warranty which have been resistant to repair.

The New Motor Vehicle Arbitration Board was established in 1992 by RSA 357-D. The board consists of five members and three alternates who are nominated by the Governor and confirmed by the Executive Council. Three of its members are consumer representatives, one is an auto dealer representative, and one is a mechanical representative.

Vehicles eligible for arbitration include passenger vehicles and trucks, motorcycles, snowmobiles and ATVs that have been purchased in New Hampshire and weigh less than 11,000 pounds. Throughout the arbitration process it is incumbent upon the consumer to prove that the defect in question impairs the use, market value or safety of the vehicle.

During Fiscal Year 2008:

- Seventy-six Demands for Arbitration were accepted.
- Five refunds were awarded to consumers, totaling \$126,154.
- One replacement vehicle was awarded to the consumer.
- Seventeen cases were settled before hearings, where the vehicle was either repurchased or replaced by the manufacturer.
- Fourteen cases were withdrawn before hearing, where the vehicle was repaired.
- Six cases were dismissed.

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.

- Thirty-two cases were found for the manufacturer. Approximately 41 percent of demands for arbitration during this fiscal year were resolved prior to a hearing, either through settlement with the manufacturer or repair of the vehicle.

Consumer satisfaction is achieved when either a settlement is reached before a hearing, or a repair is successful. In the case of repair, the consumer retains the right to reinstate the demand for arbitration within a year of the final repair if the defect reoccurs.

Consumers may represent themselves at a hearing and do not need an attorney. The majority of initial correspondence with both consumers and manufacturers is sent electronically, expediting the process.

Decisions are due and mailed to all parties within thirty days of the hearing. Most decisions, however, are sent within a week after the hearing.

Audit Section

The audit section completed the second round of Municipal Agent (town and city clerk) compliance audits in 2007 and started the third round in January 2008. As of June 30, 2008, 79 audits had been completed. In addition, 11 DMV substations were audited. These audits focus on cash reconciliation, personnel rules and regulations, office appearance, security and equipment.

The audit section performed an internal audit on the issuing and revenue recording of Salvage Vehicle Decals, Vehicle Identification Numbers (VIN), and certification for Official Inspection Stations and Over-

weight Trucks. The objectives of this audit were to determine if internal controls were adequate and to determine if revenue is controlled and recorded in a timely manner. An effort is in progress to relieve the current inventory system of obsolete data. This has been an on-going project which involves pulling inventory reports, gathering obsolete information on plate numbers and preparing a purge report to present to the Office of Information Technology.

This is being prepared as individual towns are selected for audit. The Audit Section performs an ongoing review of invoices processed by the Business Office, to identify potential improper/incorrect payments.

These steps are to review the procurement and payment processes for all transactions; to identify the data needed to establish an audit trail; to examine the data to identify price discrepancies, duplicate payments, and other overpayments and to examine the data to identify invoices that do not belong to the DMV.

As requested by the Legislative Budget Assistant's audit, the Audit Section has been reconciling monthly the IRP registration revenue recorded by VISTA to IRP registration information recorded in the IDMS database accounting and financial reporting system.

There has been a concentrated effort to enhance the content and succinctness of Municipal Agent audit reports. Each report has been scrutinized, formatted and prepared for delivery to the agents, with many of them including invoices to Municipal Agents for missing inventory units. This is an on-going effort which will continue beyond Fiscal Year 2008.

The Audit Section provides educational support services to the Training Unit by updating class material for new and current employees and municipal agents.

The Audit Section is working with the Training Unit to develop a new class on Fraud Detection and Prevention. The section is available to answer questions that arise from the money handling class. Training is also provided at Municipal Agent Training classes to inform agents of the requirements of the Department of Safety.

The Audit Section has become part of the Joint Loss Management Committee. Members of this committee are trained in workplace hazard identification and accident/incident investigation adequate to carry out the committee's responsibilities, including record-

ing of statistical data relative to insurance inquiry processing.

The Audit Section reviews and investigates cash over and short reports for employees and municipal agents. The Audit Section performs random audits of the central DMV vault and substations to verify petty cash accounts. It is also involved in obtaining information required for the preparation of the DMV biennial budget.

Call Center

The Call Center began as a new DMV venture in July of 2006 with eight employees trained to answer questions from the public about all areas of DMV operations. It gives DMV customers access to experienced professionals who are able to provide them with rapid answers to their questions.

Since its inception, the Call Center's volume has increased steadily, now answering over 15,000 calls per month. The average call length is now less than two minutes and the Call Center is answering 96 percent of all calls completely, without the need to transfer a caller for further assistance.

To help the Call Center quickly handle the variety of questions asked by the public, the DMV purchased a computer program called HelpFast. With this tool, information can be entered and compiled into several different formats for fast, searchable and savable references on such topics as telephone numbers, websites, addresses, FAQs, standard operating procedures, maps, laws and rules and other subjects. This provides the Call Center operators and all DMV employees with access to approved, detailed information relating to all DMV processes.

Fatality Analysis Reporting System (FARS)

The National Highway Traffic Safety Administration (NHTSA) created FARS more than 30 years ago to assist traffic safety officials in identifying traffic safety problems and evaluating both motor vehicle safety standards and highway safety initiatives.

In New Hampshire, the FARS unit is funded by NHTSA and the N.H. Highway Safety Agency. Weekly comparative data are reported to state and local police departments and administrative agencies to identify trends in fatal crashes. An extensive annual analysis is performed and published, noting the demographic

trends in fatal crashes. During FY 2008, 135 people died in motor vehicle crashes, 49.6 percent of whom were not wearing seat belts.

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 and the status of his or her driver license and vehicle registration privileges. It is the central site for data gathered from all law enforcement agencies, District and Superior courts and out-of-state motor vehicles registries.

The bureau is responsible for receiving, processing and maintaining records of all information entered on an individual's driver history, including convictions, suspensions and revocations, restoration dates and crash involvement.

The bureau is divided into eight subsections:

- **Imaging** – Transfers original documents and information related to suspension/revocation actions, convictions and crash involvement, to a computerized document imaging and retrieval system.
- **Driving Records** – This section processes requests received from businesses, law enforcement agencies, courts and individuals for New Hampshire driver records, crash reports and various suspension and restoration notices within the parameters laid out by the N.H. Privacy Act.
- **SR22/Alcohol** – Processes SR22 Certificates 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 and citations received from local and state law enforcement agencies throughout the state. The section processes payment of fines as well as not guilty pleas. This section receives an average of 9,200 traffic complaints and citations each month. During peak periods volume can exceed 11,000 complaints and citations received per month.
- **Court Processing Section** (formerly known as "Majors") – Processes conviction and default information received from District and Superior courts for both minor and major offenses. Examples of minor

Financial Responsibility transactions FY 2008

Traffic citations received	110,619
Driving records issued	764,627
Crash reports issued	7,358
Documents imaged	338,866
Crash reports processed	37,376

offenses and convictions include speeding, traffic signal violation, negligent driving, etc. Examples of major offenses and convictions include DWI offenses, conduct after an accident, operating after suspension or 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.
- **Customer Service Counter** – This section has direct contact with our customers. The clerks assigned to this area, complete a variety of tasks ranging from payment of a traffic citation or complaint to reviewing documents and restoring an individual's privileges. The clerks are responsible for ensuring that all court and program documents are completed as required prior to restoring driver privileges.

In FY 2008, the bureau continued to work with the Bureau of Driver Licensing, Bureau of Hearings and Office of Information Technology to implement changes in the Motor Carrier Safety Improvement Act (MCSIA) laws. Changes have been made so far that allow New Hampshire to report out-of-state withdrawals and convictions electronically.

As a result of other programming changes, reports and processes have been updated to notify commercial drivers of pending disqualification actions resulting from certain single convictions or following review

of multiple convictions posted to the motor vehicle record.

The bureau continues to process information related to the establishment of an Alcohol Ignition Interlock Program. Another project which directly affected the bureau was the processing of information related to the Evasion of Tolls and Charges.

As established by N.H. RSA 263:56-f, E-Z Pass suspension and revocation actions were initiated and fines and restoration fees collected. The first notices related to this action were generated on July 27, 2007.

Bureau of Licensing

On May 29, 2008, the Bureau of Licensing began implementing a new driver licensing system. A black and white temporary driver license or non-driver ID card is issued at any DMV substation. The temporary document is valid for 60 days. A permanent color license or ID card is mailed to the applicant's home address. This two-step process ensures that the address on file with the DMV is a valid one.

The permanent documents are being centrally produced in Concord in an office designed for this process. This location provides enhancing security, greatly reducing the potential for fraud.

During Fiscal Year 2008 the bureau operated out of 16 satellite offices located throughout the state and the main office in Concord. The number of written and road exams has remained steady at several offices, however, there has been a significant increase at many of the Driver Licensing offices. The bureau administered 27,150 operator road skills tests, 3,319 motorcycle road skill tests and 2,201 commercial road skills tests during FY 2008. The peak month for the bureau was August when more than 37,000 driver license and non-driver ID cards were issued.

During FY 2008, the bureau issued over 381,000 driver license and non-driver ID cards. The Bureau of Licensing also oversees the Driver Education Section, the Pupil Transportation Section and the Motorcycle Rider Training Program.

A State Police Troop G sergeant on detached duty supervises the bureau.

Driver Education Section

The Driver Education Section, supervised by a Troop G trooper, provides oversight and support to

New Hampshire's 89 public and 28 private high schools as well as 80 commercial driving schools throughout the state. There are 261 certified instructors, each having taken and passed the eight-credit driver education instructor curriculum as well as a comprehensive written and driving test administered by the Driver Education Section. New Hampshire RSA 263:19 requires all 16 and 17-year-olds who apply for a driver's license to complete an approved driver education program. More than 16,000 students participate in driver education each year, either through a high school or commercial driving school.

Public and private schools receive \$150 for each in-state pupil who has completed an approved driver education program. These funds are used by the school or School Administrative Unit to promote youth driver education and safety.

In 2007, 11,706 students were eligible for reimbursement and in 2008, 10,639 students were eligible for reimbursement.

Pupil Transportation Safety Section

The Pupil Transportation Safety Section is responsible for the inspection of school buses in New Hampshire. The section supervisor, a Troop G state trooper, is responsible for the training and certification of school bus drivers and school bus driver instructors in the state. In addition to safety inspections by an official inspection station, school buses are mechanically inspected once each year before they are authorized to carry passengers.

The section inspected 3,039 school buses during FY 2008. The inspections detected 914 defects.

This section investigates all school bus crashes and complaints about school buses and school bus drivers. Twenty-nine school bus crashes were reported during FY 2008.

The section also participates at the state Emergency Operations Center, in case of an emergency where school buses may be needed for evacuation.

Motorcycle Rider Education Program

The New Hampshire Motorcycle Rider Education Program was established in 1989 and has been offering classes to New Hampshire residents since 1990. Using a curriculum developed by the Motorcycle Safety Foundation, the DMV offers classes to

beginners and experienced motorcyclists.

DMV maintains a fleet of 202 motorcycles that operate at training sites in Concord, Dover, Hooksett, Keene, Laconia, Merrimack, North Hampton, and North Haverhill. During FY 2008, the program trained more than 3,000 students. The MRT Program also acquired six new instructors from different areas of the state. At this time, the DMV employs 65 instructors. The program also added more than 10 motorcycles to the fleet and acquired approximately 220 new helmets.

On-Board Diagnostics and Safety Inspection Program

New Hampshire's decentralized On-Board Diagnostics (OBD) and Safety Inspection Program is responsible for the regulation of OBD licensed safety inspectors working in more than 1,800 licensed vehicle inspection stations throughout the state. This computerized statewide system enables inspection stations to test the OBD systems of 1996 and newer passenger cars and light duty trucks for compliance with EPA regulations. It ensures that vehicle safety inspections are performed properly and fairly and helps to reduce vehicle emissions that contribute to poor air quality.

In FY 2008, the New Hampshire OBD and Safety Testing system recorded 1,118,409 vehicle inspections that were completed by 1,848 stations and 5,504 mechanics signing on to the OBD system.

Bureau of Registration

The Bureau of Registration oversees the registration of any type of vehicle and boat required to be registered with the exception of Off-Highway Recre-

ational Vehicles (OHRVs). The bureau is responsible for 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.

Original plates were issued to 172,239 vehicles during this fiscal year. On July 11, 2005, the Municipal Agent Automation Project (MAAP) was implemented. MAAP is a new vehicle registration and title computer system which connects the Division of Motor Vehicles to many towns and cities throughout New Hampshire which issue registrations.

MAAP allows on-line Municipal Agents to process the local and state portions of registrations. As part of MAAP, the bureau was responsible for assisting in the implementation of a new style registration certificate. This new certificate includes many new features, such as a bar code which law enforcement will be able to scan on the roadside, and is printed using newer technology on a laser printer. The new registration and the laser printers were beginning to be implemented at the time of this report.

The Bureau of Registration staff consists of a supervisor, assistant supervisor and 68 full and part-time staff. The bureau operates 14 state registration offices. Headquarters is located in Concord, with substations located in Claremont, Dover, Keene, Epping, Berlin, Lebanon, Manchester, Milford, Rochester, Salem, Tamworth, Belmont and Twin Mountain. The bureau is also responsible for the registration of boats and the regulation of all N.H. Boat Registration Agents, processing applications for disability placards, overseeing all dealers and inspection stations and managing the Municipal Agent program.

The Bureau of Registration works in conjunction with the Division of Safety Services on the registration of boats. Boat registrations are renewed annually and all expire on December 30th of any given year. As of Dec. 31, 2007, there were 100,485 boats registered.

At the close of this fiscal year, there were 81,092 boats registered and 98 authorized boat agents.

International Registration Plan Unit

The International Registration Plan (IRP) is a registration reciprocity agreement among American states

Motor Vehicles Registered in FY 2008	
Passenger Vehicles	827,657
Trucks	359,207
Trailers	174,845
Motorcycles	76,807
Other	19,284
Total	1,457,800

and Canadian provinces that provides for payment of license fees on the basis of fleet miles operated in the various jurisdictions. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among the other IRP jurisdictions according to a formula based on percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. IRP is in the final stages of implementing Performance and Registration Information Systems Management (PRISM). PRISM is a cooperative federal and state program to link safety fitness to state vehicle registration, intended to improve the safety of high-risk motor carriers.

During FY 2008, there were approximately 3,403 active IRP accounts and 11,845 registered vehicles. On average, \$673,100 in monthly fees was collected. After apportioned fees are distributed to other states, approximately \$285,385 remained with the state.

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 2008, the units worked with DMV legal counsel to review and revise the Administrative Rules for inspection stations. The dealer program monitored the operation of 2,250 dealers. This included 843 new and used, 43 automotive recycling, 84 motorcycle, 434 repair, 194 transport, 177 utility, 159 wholesale and 311 bonded-only dealers.

There were a total of 11,435 active dealer plates of all kinds in use in the state during FY 2008. Also during the fiscal year, the inspection program oversaw and monitored 2,335 inspection stations. This included 296 fleet, 24 replacement glass, 101 municipal and 1,914 public inspection stations.

Municipal Agent Program

The registration of motor vehicles in New Hampshire is a service performed by authorized Municipal Agents (MA) in many 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.

connected to the state computer system through the Municipal Agent Automation Project performing registration transactions in real time, or they are off-line agents whose completed registrations must be entered into the MAAP system by DMV employees. 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 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. At the close of the fiscal year, there were 216 Municipal Agents in the state. Of these, 180 were on-line and 36 were off-line.

The Municipal Agent Program also operates the Municipal Agent Help Desk. The MA Help Desk answers telephone calls, e-mails and faxes from all 234 towns and cities throughout New Hampshire. In addition to the other duties of the program, the MA Help Desk answers an average of 6,500 calls a 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 three part time staff members in the Concord office. All applications for Walking Disability plates and permanent placards are completed in the Concord office. DMV Registration substations (with the exception of Belmont) can only issue temporary placards. At the close of FY 2008, there were 81,045 permanent placards and 2,020 temporary placards in circulation.

Bureau of Title and Anti-Theft

The primary responsibility of the Bureau of Title and Anti-Theft is to issue motor vehicle titles. The bureau also determines the legal ownership of motor vehicles, records liens and initiates investigations of criminal and consumer fraud. When it was established in 1968, the bureau handled an estimated 90,000 titles annually. During FY 2008 the bureau issued 343,254 titles.

In January 2006, with MAAP in place, the bureau began issuing titles within one to three business days and has continued this issuance time through FY 2008. The bureau works closely with the State Police Troop G on criminal investigations involving title 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 violations and consumer complaints.

During FY 2008, the bureau initiated 54 title administrative hearings, 46 title investigations of criminal and consumer fraud, and investigations of more than 1,500 stolen vehicle complaints. During FY 2008 the bureau issued titles for 111,498 new and demo vehicles, 231,756 used vehicles, 10,029 trailers and 16,176 motorcycles. The bureau also issued 14,813 duplicate titles and 8,977 salvage titles.

The economy has changed and with that Title Bureau is issuing titles for more used cars than new cars. There is a pattern of the same used cars being sold several times a year. This increases the volume of used vehicles being issued titles. Another significant change is what types of vehicles are being titled. The trend is now for smaller, more economical vehicles being purchased rather than the heavy SUV-type vehicles.

Training Unit

The mission of 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 basic job duties and growth, in a manner that is both convenient and comfortable.” The Training Unit continually reinforces the mission as well as the goals of training, with the acronym S.T.A.R.S.: Striving Toward Amazing and Respectful Service. All new DMV employees are required to take the following classes:

- DMV Orientation.
- Customer Service.
- Ethics.
- Telephone Skills.
- Privacy Act/Confidentiality.
- Those in a leadership position must also take the following classes:
- Interviewing Skills.
- Performance Review.
- Money Handling

- Diversity training
- Fraud training

Remedial training is also offered for employees with work skill deficiencies or difficulties. Training is also provided on advanced topics to assist supervisory employees and those desiring leadership positions through professional growth.

Virginia C. Beecher was Director of the Division of Motor Vehicles during Fiscal Year 2008.

Training in Fiscal Year 2008	
Class Name	Participants
Anger Management	18
Basic Review	9
Business Writings	8
Call Center Training	3
Coaching & Mentoring Skills	10
Communication Skills	8
Conflict Resolution Skills	8
Creative Problem Solving Skills	9
Customer Service Skills	20
Delegation Skills	10
DMV New Hire Orientation	25
Ethics	16
Interviewing Skills for Employees	30
Interviewing Skills for Supervisors	6
Leadership Skills:Level I	8
Money Handling	83
Motivational Skills	15
Municipal Agent Privacy Training	106
Organizational Skills:	
Records Management	28
Time Management	17
People Skills	27
Privacy Act	29
Stress & Change Management	31
Telephone skills	17
Total	541

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.

It currently has two facilities. Division Headquarters, located on Lake Winnepesaukee, houses the director's office, Marine Patrol headquarters, the boat maintenance shop and the Tramway and Amusement Ride Safety Bureau.

The Belmont facility, located on Rte 106, contains offices and boat storage space. The Boating Education offices and the Moorings Program are located in Belmont and the division stores nearly 100 boats and trailers used by Marine Patrol officers there during the off season.

The state's lakes, ponds, rivers and tidal waters offer New Hampshire residents and visitors year-round recreational opportunities. The diversity of the state's public waters offers a myriad of recreational experiences. The challenge for the Marine Patrol is to ensure a safe and pleasurable environment while maintaining a balance among the competing uses. The division, through the Marine Patrol, endeavors to maintain the high standard of recreational and scenic values to which the state's water users have become accustomed.

The Boater Education Program, established by the Legislature in 2000, oversees the State's mandatory boating education certification program.

The Moorings Program, in place since 1988, oversees the regulation and permitting of moorings on six of the state's largest inland bodies of water. In 2008, legislation passed which will result in an expansion of this program to other bodies of water throughout the state.

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

Mission Statement:

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.

parks and water parks as well as those which are part of traveling amusement shows which set up at the state's numerous county and local fairs and other public venues.

New Hampshire Marine Patrol

The Marine Patrol Bureau provides service on all 975 public bodies of water in New Hampshire and along 158 miles of shoreline in the seacoast area. Ten full-time sworn personnel and over 75 seasonal part-time sworn officers conduct regular patrols on approximately 200 bodies of inland waters during the boating season. Coastal patrols are conducted year-round.

In addition to their responsibilities for recreational boating on the Seacoast, the officers assigned to coastal patrol provide support to the U.S. Coast Guard, helping to fulfill the state's obligations for Homeland Security. Although the number of vessel registrations in New Hampshire decreased slightly in 2008, the demand for services has remained steady.

Enforcement of boating regulations and criminal laws is the primary component of the Marine Patrol's mission, but officers also conduct commercial boat inspections, commercial license testing, recreational boat inspections, vessel decibel testing and placement and maintenance of navigational aids on inland waters.

During 2008, the Marine Patrol issued 2,970 warnings and 1,577 summonses and responded to 2,381 calls for service.

The Marine Patrol investigates all drownings or suspected drownings in the state, as well as all boating accidents that result in death, serious injury or property damage of \$2,000. It is the lead investigative agency for those incidents and is responsible for reporting accident data to the federal government.

During 2008, there were two accidents and 10 other incidents which resulted in fatalities; 14 accidents and one incident which resulted in personal injury and one drowning as a result of an accident.

Boating Education Program

The Division's Boating Education Program has now completed the phase-in period of the program.

Since Jan. 1, 2008, all persons operating a vessel of more than 25 horsepower are required to possess a valid Boater Education certificate. New Hampshire's boating safety course was approved by the National Association of Safe Boating Law Administrators and is accepted in all States. While the courses are available in a classroom setting or on-line and home study courses, a proctored exam is now required to complete the certification process.

As of June 30, 2008, nearly 115,000 vessel operators have successfully completed the New Hampshire Boating Education Certification Program.

Moorings Program

The Division's Moorings Program registers nearly 5,000 moorings each year on the state's six largest lakes. The program manages the issuance of new and renewal permits, problem resolution and the orderly preparation of documents for congregate mooring applications for submission to Governor and Council.

During 2008, legislation was passed to allow expansion of the program to other lakes through the petition and public hearing process.

Bureau of Tramway and Amusement Ride Safety

The Bureau of Tramway and Amusement Ride Safety oversees the safe operation of all tramways, ski lifts, rope tows and amusement rides operating in New Hampshire. Bureau personnel oversee the installation of new or modified ski lifts to ensure that all



code requirements are met. Accident investigations and mechanical failure incidents are conducted by bureau inspectors.

The New Hampshire Tramway Board, consisting of four members appointed by the Governor, review and approve applications for construction and recommend rule-making to ensure that all code requirements are met.

Bureau staff registered 174 mechanical lifts throughout the state and conducted 265 lift inspections. There were 56 reportable ski lift accidents during the fiscal year.

The bureau also registers and inspects annually all amusement rides and devices operating in the state at all fixed parks, climbing wall facilities, water parks and go-kart tracks. Amusement rides and devices set up at fairs and other venues are registered annually and inspected each time they are set up in a different location. Bungee jumping is also regulated by the bureau.

During 2008, the Amusement Ride Safety Advisory Board was established to provide input to the bureau and assist in the development of new rules to reflect the growing amusement ride industry.

In 2008, inspectors registered approximately 600 rides and amusement devices and conducted more than 1,100 site inspections.

There were 37 amusement ride incidents reported in this fiscal year.

David T. Barrett served as Director of Safety Services during Fiscal Year 2008.

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

The Division of Fire Safety is responsible for the investigation of suspicious fires and fatalities related to fires and carbon monoxide poisoning. It also provides technical support to local fire departments on issues related to hazardous materials incidents.

Several new programs have been assigned to the division in recent years, such as the adoption of Amelia's Law requiring the licensing of gas fitters; licensing of modular and manufactured housing installers; voluntary certification of heating technicians and the voluntary certification of fire protection equipment technicians.

In February 2008, the Division of Fire Safety completed its first year in the new facility in the Incident Planning and Operations Center located at 110 Smokey Bear Boulevard. The move into this facility has improved services to customers because all sections of the division are located under one roof.

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

The Bureau of Field Operations is responsible for law enforcement related to arson, fire cause and origin investigations, building collapse, carbon monoxide and fire-related deaths, fire code enforcement and interpretations, hazardous materials incidents, and public fire safety.

The bureau consists of eight fire investigators, two

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 due to fire, building collapse and hazardous materials incidents throughout the State, to promote the establishment of a safe environment for the citizens and visitors of New Hampshire, through education, inspection, engineering, enforcement of building and fire codes, and to ensure the safe and efficient coordination of hazardous materials emergency responses. We are dedicated to thoroughly investigating the origin and cause of fires and explosions throughout the state, prosecuting those responsible when crimes are committed, upholding the finest traditions of the fire service and law enforcement.

District Chiefs, a hazmat coordinator and 10 part time inspectors. Investigators are sworn police officers with authority to interview witnesses, collect evidence, make arrests and appear in court as expert witnesses.

Two of the investigators graduated from the 144th Police Academy with special honors. Investigator Stacey Dubois graduated with top academic honors while Investigator Stephanie Johnson received the top female physical fitness honor. Investigator Tom Riley is the newest investigator and is assigned to the Grafton County area.

The division operates a K-9 team staffed by District Chief Southwell with K-9 Jade This canine team is re-certified yearly and is used to detect minute traces of accelerants used in fires and can lead investigators to a specific location of the evidence.

During the past two years the investigators have participated in continuous training through the full-time Police Academy, the National Fire Academy, Post-Blast Training performed by the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives, Arson Semi-

nars held at St. Anselm College, and training that is provided through the Division of Fire Safety and the N.H. Bureau of Education and Training.

Investigator Christopher Wyman received a commendation from the Marlborough Police Department for his work on a fatal building collapse in that community.

The hazardous materials coordinator provides technical assistance to local officials. During FY 2008, New Hampshire fire departments responded to 416 flammable liquid spill incidents, 252 combustible liquid spills and 547 incidents involving a leak of a flammable or combustible gas. Fire departments also responded to 54 incidents involving other types of chemical spills.

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 division is responsible for data collection of fire incidents that occur in the State of New Hampshire. Each fire department is required to submit incident data to the State Fire Marshal's Office on a monthly basis. The N.H. Fire Incident Reporting System section is completing the final stages of the upgrade from Version 4.1 to Version 5.0.

The U.S. Fire Administration has informed the state that it will no longer accept any incident data in the

version 4.1 format after January 1, 2009. The section provided training and software for departments needing assistance in the switchover to the new system.

Fire departments are required to report their incidents to satisfy both the state statute and to be eligible to receive Federal Assistance to Firefighters Grants. The grant requirement has increased the number of departments reporting to the division.

New Hampshire fire departments responded to 93,369 incidents during the fiscal year, involving more than 720,000 man-hours of public service. Fifty-eight percent of these calls were emergency medical calls.

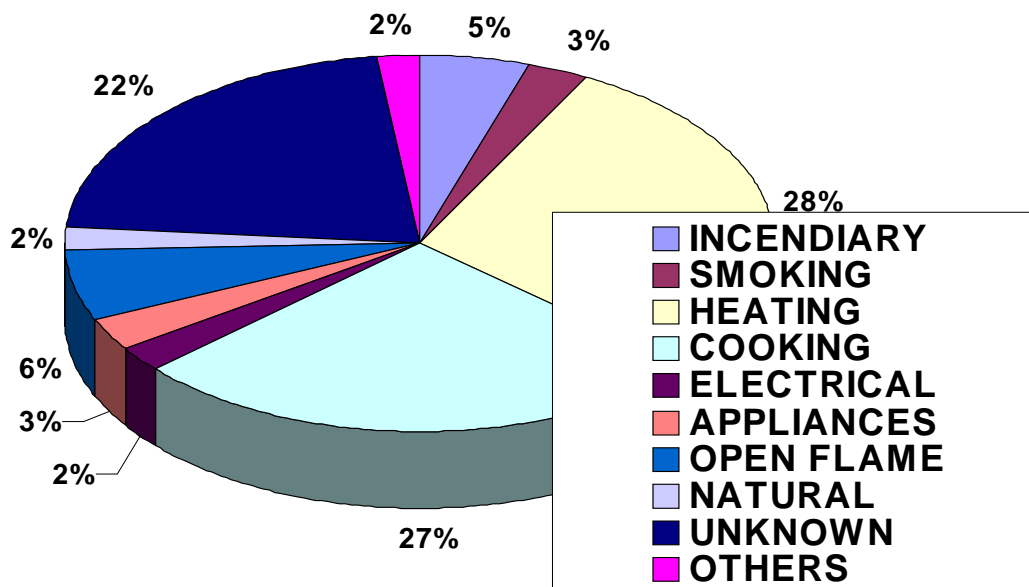
Fire departments responded to 1,110 building and contained cooking fires with an average response time of 5.08 minutes. The state suffered \$29.6 million in reported fire losses during this period.

The Bureau of Building Safety and Construction is composed of four sections. The sections are Electrical Safety, Mechanical Safety, Modular Construction, and Engineering.

The Bureau of Building Safety and Construction is charged with inspecting manufactured homes for compliance with new installation standards in communities that do not have a building inspector.

The division also acts as liaison to the Manufactured Housing Installation Board. All installers are required to be licensed by the Division of Fire Safety.

FIRE CAUSES REPORTED BY FIRE DEPARTMENTS



Manufactured homes are commonly referred to as mobile homes.

This past year was the first full year that fuel gas fitters' licenses were required in the state. The bureau issued 3,451 licenses during the year. Many of these technicians opted to get their license via the existing technician method, which is a special finite window to allow technicians with experience to get their licenses. This window closed on December 21, 2008.

The Mechanical Safety Section conducted hundreds of hours of public education about the new law also known as Amelia's Law. Four inspectors cover four separate regions of the state and offer technical assistance to local building and fire officials.

The level of licensing for the Electrical Safety Section has remained fairly constant with 5,209 Masters, 3,647 Journeymen, and 1338 Apprentices. In addition, the section has licensed 176 high/medium voltage electricians, 19 high/medium voltage trainees and 121 corporations.

The Modular Building Program is responsible for certification of Third Party Agencies and Manufacturers, issuing labels and the investigation of complaints pertaining to modular buildings. The section handled 10 complaints this year compared to 13 last year.

Seven new manufacturers were certified this year and 102 renewed from last year. Nine Third Party Inspection Agencies were renewed this year and 2,331 labels were issued.

During the year, the new reduced-ignition propensity cigarette law was put into effect. During this period the division has certified more than 1,100 different brands of cigarettes as meeting the new safety standard. This new standard reduces the likelihood that a cigarette will cause a sustained ignition.

The Bureau of Administration and Licensing consists of eight staff members who provide administrative support to the entire division.

J. William Degnan served as State Fire Marshal and Director of the Division of Fire Safety in Fiscal Year 2008.

DIVISION OF FIRE SAFETY ACTIVITY

FY 2008

DESCRIPTION	#
Fire Investigations	160
Fire Inspections	253
Plan Reviews	107
Hazmat consultations/investigations	158
Fatal cases	15
Fatalities	21
Modular Inspections	70
Manufactured Inspections	7
Mechanical Inspections	199
Electrical Inspections	57
Public Education Presentations	61
Pyrotechnic Permits	99
Variance Requests Received	44

DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

The Division of Fire Standards and Training & Emergency Medical Services was established to administer and supervise a fire and emergency medical service training and research program throughout the state.

The division operates the N.H. Fire Academy. The academy's training programs offer instruction in methods of determining and dealing with the causes of fire and fire prevention, techniques in firefighting and fire protection, emergency medical services, rescue, research and fire protection and the administration and management of fire departments and emergency medical services units.

Student activity within the division seemed to level off during Fiscal Year 2008, with a student total of 15,599. That is approximately six percent less than the previous year. The number of students in Emergency Medical Services increased over the previous year by about three percent to 4,152.

Many of the division's goals are long term, but there was significant progress made in attaining them during the fiscal year. Some of the highlights are listed below:

- FY 2008 fire training certifications decreased by nearly 25 percent from the previous year. That was primarily due to the federal mandate for local compliance National Incident Management System in order to qualify for federal grants, which created a significant spike in certifications during the previous two fiscal years. Total fire certifications issued in FY 2008 was 7,225, with 8,374 students attending non-certification emergency response programs.
- There were 372 division-sponsored educational courses offered during FY 2008. Certification programs were offered in all 10 counties and at the Fire Academy.
- There were 30 certification courses and 47 non-certification training courses offered at the Fire Academy, the same level as FY 2002 through FY 2007. Nearly all classes had waiting lists to attend. All additional programs were offered in the field. Of the classes

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.

offered, 15.8 percent were held at the Fire Academy, while the remaining 84.2 percent were conducted in the field.

- The division has attracted notice in the Aircraft Rescue and Fire Fighting training field. Training is provided for the Lebanon Airport, Manchester-Boston Regional Airport, and Pease International Tradeport Fire personnel as well as students from as far away as



New Jersey.

- The budget for the division in Fiscal Year 2008 was \$5,101,335, which does not include grants awarded. The Fire Training and Emergency Medical Services Fund had revenue of \$6.9 million, which supports the Division of Fire Standards and Training and Emergency Medical Services and the Division of Fire Safety. Funds are also allocated for Homeland Security and Emergency Management, bond payments for two campus buildings and Administrative Services fees and insurance.

- The division generated \$527,288 in additional revenue during Fiscal Year 2008 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 year dealing with 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 Incident Command System, Trench Rescue, Weapons of Mass Destruction, Radiological, Public Safety Response Guidelines and several other FEMA or Homeland Security training programs.

- Construction of an addition to the Fire Academy fire station was started Fiscal Year 2007 and completed in FY 2008. The addition includes two new bays for fire apparatus and extensive storage for training equipment, set up much like a tool crib in a manufacturing setting. This tool crib-like facility is now being used and has improved inventory control.

- The division continues to strive toward implementing recommendations of the strategic plan, which was completed in early Fiscal Year 2004. Areas being addressed are technology and communications, division organization, program delivery, facilities and equipment and campus security. In all, 11 goals and 26 supporting objectives were identified. Efforts are under way to review the plan.

- The division continues to honor individuals who give unselfishly to fire and emergency response training in New Hampshire. In FY 2008 seven individuals were honored. Since 1996, 71 individuals have been honored.

the North American Fire Training Directors, a group that is open to all the states in the United States and the provinces of Canada. This is a two-year commitment. For the first time in the organization's history, 49 states and nine Canadian provinces are dues-paying members.

- The Commission on Professional Credentialing oversees the Chief Fire Officer and Chief Medical Officer Designations, an international program with over 600 Chief Fire Officers designated and 21 Chief Medical Officers (a new program in 2008). Chief Suzanne Prentiss of the Bureau of Emergency Medical Services was among the first 21 to earn this designation. Director Mason, a five-year member of this Commission, was elected as its Chairman.

- The division offers an entrance test in accordance with the applicable Code of Administrative Rules to assist the 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.

- The John T. Ayers Fire Instructor of the Year Award was presented to Lieutenant David Poole, retired from the Gilford Fire Department.

- The first Peter J. Carver Fire Officer of the Year was awarded to Concord Fire Department Lieutenant Ronald Lowd.

- The division, together with the Fire Standards and Training Commission, has updated the Career Firefighter class, Fire Pumps class, Aircraft Rescue and Fire Fighting Certification class and the Fire Officer Program.

- Annually the Fire Academy hosts the Fire Explorer Training Academy where 60 youth who are interested in the fire service earn classes toward the Firefighter I certification. The academy hosts the Camp Fully Involved, for teenage girls, which is run by a cadre of female firefighters from around the region.

- The Fire and Emergency Medical Services databases are being consolidated into a single user-friendly data base. There are numerous responders who are both fire and EMS responders, and this has been a real time saver for division employees.

Richard A. Mason served as Director of the Division of Fire Standards and Training & Emergency Medical Services during Fiscal Year 2008.

38 • Director Richard Mason was elected President of

DIVISION OF EMERGENCY SERVICES

The Division of Emergency Services operates New Hampshire's statewide Enhanced 9-1-1 emergency calling system. Anyone located in the state can instantly summon emergency assistance from police, fire or emergency medical services by calling 9-1-1 from any landline or cellular telephone.

The system remains one of the most cost efficient statewide Enhanced 9-1-1 systems in the country while maintaining a tradition of excellence which provides a nationally accredited service to residents and visitors.

The New Hampshire Enhanced 9-1-1 Commission, reporting to the Commissioner of the Department of Safety, oversees the E-9-1-1 services for the state. The commission is made up of 16 members, representing state and local public safety agencies and the telecommunications industry.

The E-9-1-1 system is funded through a surcharge levied on residential and business telephone exchange lines, individual commercial mobile radio service numbers, semi-public, public coin and public access line and wireless subscribers. It continues to have one of the lowest telephone bill surcharges in the country, currently at 64 cents per month.

Public Safety Answering Points

The E-9-1-1 system operates two Public Safety Answering Points (PSAPs), located in Concord and Laconia. These call centers operate simultaneously. If one should experience a technical failure, the other would continue to operate, assuring uninterrupted emergency communications.

The Laconia PSAP opened in March 2007. The Concord facility went into operation in September 2007. The Concord facility is located at the state Incident Planning and Operations Center on the grounds of the state Fire Academy. It shares that facility with the State Fire Marshal's Office, the Division of Homeland Security and Emergency Management, State Police Communications and the Department of Transportation's Traffic Management Center.

Staffing for the call centers includes 57 Emergency Medical Dispatchers, 10 supervisors, an operations

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.*

supervisor and a chief of PSAP operations. Of the 57 EMD positions, 12 are Certified Training Officers. There is also one quality assurance technician and one quality assurance supervisor for tracking of compliance to established protocols. All of these personnel are certified and capable of answering 9-1-1 calls.

The PSAPs handled more than 450,000 emergency calls during Fiscal Year 2008. The number of cellular calls continues to increase as many people are discontinuing their home and business landline services and using only wireless service. The number of Voice over Internet Protocol (VoIP) calls and calls using prepaid calling cards are also steadily increasing. That increases the pressure on the call handlers because these calls do not provide location information.

The call centers completed 184 hospital diversion notifications this year. Of those, 77 were from south-

ern New Hampshire Hospitals and 107 were Seacoast hospitals. Of the 107 calls from the Seacoast area, 36 were from Exeter Hospital alone. Diversions are done when hospital emergency rooms become overwhelmed by an influx of patients.

As part of quality control efforts, supervisors completed 5,543 call reviews on call takers in fiscal year 2008. These call reviews are picked randomly by the supervisors and every call taker is included in the reviews.

A primary goal for the coming year is retention of employees. The hiring protocol that currently exists is being scrutinized with the assistance of the Division of Personnel to identify those individuals who would be the best candidates to become career employees.

At present, some younger persons use the position of EMD to better access potential positions as a full-time firefighter or EMT/Paramedic or to enter the law enforcement field. It would better serve the agency's needs to focus attention on individuals who want to look at E-9-1-1 operations as a career rather than a stepping stone to another job.

GIS and Addressing Unit Activities

Since 1994, the Mapping and Addressing Section has been utilizing GPS (Global Positioning System) Technology and GIS (Geographic Information System) Software to provide addressing systems for communities in New Hampshire. The use of this technology and equipment has enabled the agency to provide accurate location information for wireless phase II implementation. Addressing has been completed 112 communities.

The E-9-1-1 GIS database currently contains over 212,000 locations of addressable attributes (houses, businesses, hospitals, police stations, fire stations, campgrounds, etc.) In the last year, the Mapping Section added over 42,000 points to the database.

The Mapping Section completed several major projects in FY 2008, including the verification of cell tower locations. It also completed converting the mapping database to comply with National Emergency Numbering Association (NENA) standards.

Technical Support

40 The primary function of the Technical Support Section is to maintain and support the E-9-1-1 call cen-

ters along with the more than 71 remote Automatic Number Identification/Automatic Location Identification information workstations. These workstations are deployed over the frame relay Wide Area Network (WAN) which connects to all dispatch agencies in the state. The Technical Support Section is also responsible for support of the administrative Local Area Networks, coordination with all vendors, support of building access systems, and coordination with municipalities regarding pertinent E-9-1-1 system information such as Emergency Service Numbers (ESN)

Technical Support is also responsible for maintaining the state's 9-1-1 database, which was taken over from Verizon, effective on Oct. 1, 2007. Maintaining the database in-house will result in annual saving of more than \$800,000.

Education and Training

The Commissioner of Safety and the Enhanced 9-1-1 Commission have stressed the importance of training to ensure quality call handling. The division's training staff has provided extensive Recruit, In-Service and Local Agency Training Assistance during the past year to promote that goal.

The division hired and trained five classes of 40 new employees as telecommunications specialists or emergency medical dispatchers during the past year, which required 210 hours of interviews and 410 hours of testing.

Each new hire goes through eight weeks of classroom training and eight weeks of mentoring while on a live console with a certified training officer before being considered ready to answer E-9-1-1 emergency calls. A total of 640 hours of training is required of each new employee before he or she is ready to answer calls independently

The training staff provided 25,600 hours of training during Fiscal Year 2008.

Special Projects Unit

The Special Projects Unit (SPU) continues to perform geographic data collection and compilation throughout the state. The unit maintains electronic mapping data layers that are integrated in the location identification software utilized in the two PSAPs.

These data are used by the 9-1-1 Emergency Medical Dispatchers to accurately locate wireless E-

9-1-1 calls for processing to the local public safety dispatch centers. The unit also maintains maps for the PSAPs, including highway reference maps, high incident areas such as Lake Winnepesaukee and popular recreation areas in the White Mountain National Forest and snowmobile trail maps.

The unit continues to update special event map products to support emergency services for events such as NASCAR Races, motorcycle week and other venues that draw large crowds.

It also uses emergency response data and location information to assist the N.H. Division of Homeland Security and Emergency Management in revising its radiological emergency response plan maps. These maps provide the emergency response community 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 unit also assists HSEM with specialized maps of disaster areas during activations of the state Emergency Operations Center.

The Division of Emergency Services also maintains a self-propelled mobile command post and mobile trailers that contain a variety of sophisticated radio and telephone communications equipment capable of operating on every wavelength and frequency band used by any New Hampshire public safety or first responder agency and most of those from neighboring states.

These mobile units can be dispatched on a moment's notice to a major incident where a variety of agencies are responding, to ensure that they can all communicate with one another by radio.

The units are prepositioned for major events, such as the NASCAR races and college homecoming events, and have been pressed into use during floods and other natural disasters where a local police or fire station has found itself without electrical power or has sustained a failure of communications equipment.

Division personnel respond with this equipment and sometimes take over dispatching services until the local agency can come back online.

Bruce G. Cheney served as Director of the Division of Emergency Services during Fiscal Year 2008.

DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

The Division of Homeland Security and Emergency Management is the agency responsible for coordinating the state's response to major natural and manmade disasters.

Its staff of fewer than 50 full time employees forms the core of the state's emergency response organization. They are augmented as needed by liaisons from other state, federal and private sector organizations who staff the state Emergency Operations Center (EOC) during disasters.

HSEM is divided into seven sections: Administration, Operations, Planning, Technological Hazards, Bioterrorism, Field Services and Communications, plus the Training Office, housed at the N.H. Fire Academy.

HSEM maintains contact with the emergency management agencies of other states in the region through the Northeast States Emergency Consortium, which includes all six New England states, New York and New Jersey. Another regional organization, the International Emergency Management Planning Group, includes the New England states, the four Canadian Maritime Provinces and Quebec.

The agency's primary federal contact is the Federal Emergency Management Agency Region I, headquartered in Boston.

EOC Activations

HSEM moved to the new state Incident Planning and Operations Center, which houses the new state EOC, in May 2007. HSEM staff had ample opportunity to get used to working in the new facility during Fiscal Year 2008. There were 11 EOC activations at a Level 2 or greater during the period, although there were no actual disasters.

The activations were done to monitor potential severe weather, mainly heavy rains with the potential for flooding, or major public events, such as NASCAR races at N.H. Motor Speedway, which can attract crowds of more than 90,000.

The winter of 2007-2008 had approximately twice the snowfall as an average winter and four times as

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

much as the previous season. Concerns that winter snow could turn into spring flooding prompted a major state effort, led by HSEM, to warn of the flooding

threat and to prepare for it. Beginning in late February and continuing through most of March, HSEM coordinated a series of outreach activities designed to increase awareness and preparedness of state and local government for potential floods.

Gov. John H. Lynch met in the EOC with state agency commissioners and directors to discuss state preparations. The Governor and HSEM Director Christopher M. Pope conducted a conference call with local emergency management directors to urge them to prepare for potential flooding and update them on conditions.

The Governor, Director Pope and other officials also held a news conference and did a variety of news interviews to encourage individual and family preparedness.

The Governor and Director Pope also toured about 20 towns from the North Country to the Monadnock Region, meeting with local officials to discuss state flood preparations and to encourage them to be proactive in their own emergency planning.

The message they brought was that communities needed to take steps to protect themselves before the floods that occurred in the state in 2007.

Plans for potential flooding looked like they were activated during the weekend of March 2nd when the snow pack still on the ground began to melt. In addition, the National Weather Service predicted several inches of rain for the weekend. The amount of rainfall would have been sufficient to cause flooding in many areas.

Emergency plans were activated for the weekend and communities began preparations to deal with the flooding. Fortunately the rainfall was less than predicted and the flooding never materialized.

Registration of Health Care Professionals

On March 4, 2008, HSEM kicked off a promotional campaign to recruit health professionals to volunteer for service during disasters. "I Can Help-NH" is an on-line registration system for the Emergency System for Advance Registration of Healthcare Professionals (ESAR-VHP).

New Hampshire First Lady Susan Lynch, a pe-

diatrician, was the first to officially register during a State House ceremony. Since then, more than 200 other health professionals in a variety of disciplines have registered using the on-line system.

The web address to register is: www.icanhelp.nh.gov.

Community Cooperation in Disasters

A new disaster relief organization took shape in Manchester during FY2008. Led by the Greater Manchester Chapter of the American Red Cross, a variety of voluntary organizations, government agencies and local businesses pooled their efforts to form New Hampshire's first COAD, or Community Organizations Active in Disaster.

In the wake of back-to-back apartment building fires in the Queen City during the winter, the Manchester COAD provided one-stop shopping for fire victims, many of whom fled their homes with nothing but the clothes they were wearing.

The Manchester model worked so well that it became a template for similar organizations in other parts of the state. Manchester Red Cross Executive Director Lisa Michaud received the first annual Stovepipe Award at the emergency management conference on June 25 for her efforts in organizing the Manchester COAD.

Vermont Yankee Exercise

Each year HSEM is the lead state agency in conducting graded exercises for one of the two nuclear power plants located in or near the state. The exercise



sequence for the Vermont Yankee nuclear plant was carried out during Fiscal Year 2008.

After two Combined Functional Drills and additional training and team-building, the VY Graded Exercise was successfully carried out on Oct. 17, 2007.

No New Hampshire participants in the exercise received any deficiencies or Areas Requiring Corrective Action from FEMA controllers.

Emergency Planning for the Private Sector

HSEM began to reach out to private sector organizations during Fiscal Year 2008. Most emergency management activities are carried out by state and local government and voluntary organizations. Involvement by business is usually minimal, despite the fact that 80 percent of the country's infrastructure is in private hands.

Director Pope led a half-day workshop on emergency planning for the private sector on June 6, 2008. The session, presented in conjunction with the N.H. Division of Economic Development, included an introduction to emergency management and a case study on disaster response at St. Paul's School in Concord, which suffered major damage during the Mother's Day flood of 2006. Many of the lessons learned in that situation are applicable to any private business.

The Division of Homeland Security and Emergency Management was created by the Civil Defense Act of 1949 as the N.H. Civil Defense Agency. It became the Governor's Office of Emergency Management in 1982 and was incorporated into the Department of Safety on July 1, 2002.

Christopher M. Pope served as Director of Homeland Security and Emergency Management during Fiscal Year 2008.