

State of New Hampshire

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**DEPARTMENT  
OF  
SAFETY**

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**ANNUAL REPORT 2012**





**STATE OF NEW HAMPSHIRE**

**DEPARTMENT OF SAFETY**

**John J. Barthelmes**  
Commissioner

**ANNUAL REPORT**

For the period  
July 1, 2011 through June 30, 2012

**John H. Lynch**  
Governor

**Executive Councilors**

**Raymond S. Burton**  
First District

**Daniel St. Hilaire**  
Second District

**Christopher T. Sununu**  
Third District

**Raymond J. Wieczorek**  
Fourth District

**David K. Wheeler**  
Fifth District

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# State of New Hampshire



JOHN J. BARTHELMES  
COMMISSIONER OF SAFETY

EARL M. SWEENEY  
ASSISTANT COMMISSIONER

## DEPARTMENT OF SAFETY

November 1, 2012

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, 2011 through June 30, 2012.

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

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

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

Respectfully submitted,

  
John J. Barthelmes  
Commissioner

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



**John J. Barthelmes**  
**Commissioner of Safety**

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

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

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

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

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

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

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**DEPARTMENT OF SAFETY  
APPOINTED OFFICIALS  
2012**

*Commissioner*  
**John J. Barthelmes**

*Assistant Commissioner*  
**Earl M. Sweeney**

*Chief of Policy and Planning*  
**Kevin P. O'Brien**

*Director of Administration*  
**John T. Beardmore**

*Director of Motor Vehicles*  
**Richard C. Bailey, Jr.**

*Director of State Police*  
**Colonel Robert L. Quinn**

*Director of Homeland Security and Emergency Management*  
**Christopher M. Pope**

*Director of Emergency Services*  
**Bruce G. Cheney, ENP**

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

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



# INTRODUCTION

**John J. Barthelmes**  
**Commissioner**

The Department of Safety is the third largest department of state government, with 1,585 full-time and 185 part-time employees – both uniformed and civilian – deployed throughout the state.

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

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

In Fiscal Year 2012, the Department was made up of seven divisions: Administration, State Police, Motor Vehicles, Fire Safety, Fire Standards and Training and Emergency Medical Services, Emergency Services and Communication, and Homeland Security and Emergency Management.

Under legislation passed in the 2012 session, the Division of Safety Services was eliminated and its activities were allocated to other divisions. The Marine Patrol became a bureau of the State Police. Tramway and Amusement Ride Safety was placed under the Division of Fire Safety.

Legislation this year also transferred the telecommunications functions of the Department of Administrative Services to the Division of Emergency Services and Communications.

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

## Commissioner's Office

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

The Commissioner and Assistant Commissioner serve coterminous four-year terms.

The Commissioner's Office is made up of the Commissioner, Assistant Commissioner and the

## **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.*

Chief of Policy and Planning. All seven divisions report directly to the Commissioner.

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

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

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

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

## Information and Analysis Center

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

It is a cooperative effort between the Divisions of State Police and Homeland Security and Emergency Management, housed at the state Incident 9

Planning and Operations Center on the grounds of the N.H. Fire Academy.

Information and intelligence that comes to the NHIAC is evaluated and analyzed to determine if it is an indication of possible terrorist or other illegal activity. The information is then shared with the appropriate law enforcement, emergency management, critical infrastructure, or private sector organizations. The intent is to prevent activity that would threaten the safety and security of New Hampshire citizens.

The center monitors information from a variety of open and classified sources. It uses that information to provide alerts, warnings, notifications, and situational awareness reports developed within or received by the NHIAC.

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

### **Bureau of Hearings**

The Bureau of Hearings, established by RSA 21-P:13, is composed of four units: Administrative Adjudication, Criminal Prosecution, Litigation, and the Motor Vehicle Industry Board.

To ensure that the bureau's decisions are made in a fair and impartial manner, it is a separate entity, and therefore is not attached to another division. It is responsible for conducting administrative hearings, criminal prosecution in select circuit courts, litigation of hearings appeals, and conducting hearings of the New Hampshire Motor Vehicle Industry Board (NHMVIB).

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

Thanks to a generous grant from the N.H. Highway Safety Agency, the bureau has implemented a program of hearings by video conference. This allows individuals to participate in the hearing online by use of a computer and web camera. This has saved tremendous amounts of travel time and expense for individuals required to appear at hearings.

In many cases, this has given deserving citizens restoration of their driving privileges sooner.

Moreover, this program has saved police officers many hours and the expense of driving to Concord, which has resulted in more available patrol hours for those officers.

In addition, bureau attorneys provide legal training in a variety of settings. For example, the Chief Hearings Examiner conducted training with New Hampshire judges concerning commercial driver licensing laws. The bureau administrator regularly lectures at training programs at N.H. Police Standards and Training on administrative hearing procedures.

### **Criminal Prosecution Unit**

The unit is composed of four attorneys and three paralegals. The unit prosecutes criminal cases in select circuit courts for the State Police and other Department of Safety law enforcement agencies throughout the state.

The unit prosecutes the trial of misdemeanor cases in 15 of the state's busiest circuit courts in the State Police Troops A, B & D regions. In each of those regions there is one attorney prosecutor and one paralegal. The fourth attorney is responsible for prosecuting cases from Troops C, E and F. In addition, the unit provides legal training and other legal assistance to the department's law enforcement agencies. The unit prosecutes thousands of criminal complaints every year.

Attorney prosecutors ensure the most effective case preparation and presentation of serious cases like assault and driving while under the influence, in New Hampshire courts. This work includes presenting cases in court, filing and responding to legal motions, obtaining documents necessary to prove cases, issuing subpoenas and preparing witnesses for trial, and directing additional investigation.

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

The unit is committed to providing the highest quality prosecutorial services to all of the Department's law enforcement agencies. In the coming months the unit will implement a new case

management system that will increase efficiency and provide information to allow us to determine how to best deploy limited resources and to track case sentences.

### **Administrative Adjudication Unit**

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

The unit is supervised by the Chief Hearings Examiner with the support of nine legal assistants. Hearings are decided pursuant to statutory and administrative rule authority, which governs the adjudicative process.

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

The due process clauses of the New Hampshire and U.S. Constitutions entitle citizens to hearings to review the loss of an important privilege, like the ability to drive. The majority of hearings involve the suspension or restoration of driver's licenses. For example, an individual with too many motor vehicle convictions is subject to suspension for demerit points.

The accumulation of serious motor vehicle convictions will subject a license holder to mandatory habitual offender certification with an associated license suspension for a term of one to four years.

Also, under the implied consent law, individuals found driving while impaired by alcohol or drugs who refuse a chemical test or test over the legal limit are subject to mandatory license suspension. A substantial number of hearings have been scheduled in order to implement the federal regulations relating to Commercial Driver's License (CDL) holders. This is a particularly important area of public safety that is monitored closely by the U.S. Department of Transportation.

Finally, drivers under age 20 convicted of motor vehicle infractions are subject to license suspension under the original license suspension law. This single area accounts for the largest number of hearings held each year.

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

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

After the conclusion of each hearing, the hearings examiner provides a written report with findings of fact and rulings of law and, where necessary, a legal analysis supporting those findings. Some reports are provided to the person at the conclusion of the hearing and, in more complex cases, the reports can be completed as much as 30 business days after the hearing is concluded.

During FY 2012, the bureau completed 15,231 hearings. Of those, 226 were held by video teleconference. In addition, in cooperation with State Police Troop G, a new habitual offender service program was initiated. New Hampshire law requires all people subject to habitual offender certification to be given in-hand service of hearing documents.

Previously, state troopers have had to serve these documents to people at their homes or places of business. This typically took several attempts and proved to be quite costly. With the new program, each person subject to a hearing is sent a letter requesting them to come to the bureau's Concord offices, where they are all served at one time by a trooper already on duty.

This has streamlined the process. Of the 1,039 habitual offender hearings held during FY 2012, 404 were initiated by service in Concord. This represents a significant cost savings.

Moreover, several laws were passed during the 2012 legislative session that will increase the authority of the bureau and provide hearings examiners with additional tools to effect positive change.

House Bill 1240 amended RSA 265-A:14 by adding paragraph VI which will allow implied consent license suspension time to run concurrently where a person has not driven in 10 years, does not have more than two driving under the influence convictions and no negligent homicide convictions.

To be eligible, the person must have a hearing and demonstrate good cause to be entitled to this waiver. Moreover, House Bill 1304 amended RSA 262:22, II to allow a waiver of the financial responsibility requirement for good cause for an habitual offender who has not driven a vehicle in violation of the license suspension order and has not held a license in five years or more.

Finally, Senate Bill 282 added a new section to the ignition interlock laws, RSA 265-A:36-a, to allow the Commissioner of Safety to require the installation of an ignition interlock as a condition of license reinstatement where doing so will enhance public safety, for a broader number of offenses than currently exists.

Prior to this change, only the court could order an interlock device. This will result in a greater number of interlock devices in use in New Hampshire, which will enhance public safety.

### **Litigation Unit**

An attorney is responsible for representing the Department in the N.H. Superior Courts in the appeal of administrative hearing decisions. Currently, the Chief Hearings Examiner handles appeals with the help of a legal assistant. This entails the preparation of comprehensive legal briefs and arguing cases in court.

A summary of all cases decided is online in the compendium of cases on the Bureau of Hearings section of the Department's web site. As of September 2012, 15 appeal cases have been completed.

### **N.H. Motor Vehicle Industry Board**

The NHMVIB is responsible for resolving disputes between motor vehicle dealers, manufacturers and distributors. Established by RSA 357-C for the enforcement of the provisions of that chapter, the board is composed of six individuals with ex-

pertise in the automobile business.

In order to ensure fairness, they may not, however, have a current financial interest, or work in the industry. Members are appointed by the Governor and Executive Council. Members are chosen from different areas of the state in an attempt to create a geographic balance of membership.

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

The board holds public meetings and conducts hearings based on requests submitted by automobile dealers, distributors or manufacturers. Board hearings, like administrative hearings, are open to the public and are conducted based on statutory law and the board's administrative rules. The board issues written decisions, which may be appealed to the Superior Court.

### **Grants Management Unit**

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

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

The J-One project continues to make progress. J-One, or "Justice - One Network Environment" is a criminal justice information exchange project designed to improve the ability of the state's criminal justice system to track a particular offender from arrest or summons through completion of all requirements of a resulting sentence.

This project links local and state law enforcement; Corrections, including probation and parole officers; and the court system to allow for secure

exchange of critical, up-to-date information in an electronic format. The GMU is integral to this project's development, administration and federal compliance.

The unit administers the majority of Federal Motor Carrier grant funds on behalf of the State Police. These grants buttress commercial vehicle enforcement and related safety initiatives statewide. They total more than \$1.32 million annually.

The GMU has administered approximately \$100 million from various federal funding sources over the past 10 years. Currently, approximately \$50 million in grants is in the active administration phases on behalf of the Department of Safety and various statewide stakeholders who benefit from these funds.

These grants provide equipment for local first responders, as well as targeted funds for overtime patrols, commercial vehicle inspections, various forms of communications interoperability, and support for the N.H. Information and Analysis Center. Homeland Security grants are primarily directed to improve protection of potential high-threat target areas for chemical, biological and radiological facilities by county, and local partners. Other grants support disaster drills and first responder training statewide.

Federal grants are also being used to improve New Hampshire's all-hazards emergency preparedness. This includes increased capacity to respond to hazardous materials incidents, medical surge and mass prophylaxis capabilities, intelligence gathering and information sharing and infrastructure protection and disaster preparedness.

In 2012, there was a major redirection of funding priorities in the Homeland Security grant program which allowed for up to \$4 million in training for local jurisdictions as devised by statewide fire and EMS stakeholders and the distribution \$4 million in new portable radios to local and county law enforcement and State Police.

This radio project is the first major statewide law enforcement upgrade in portable radios in more than a decade. A group of local and county officials partnered with Safety to select and test the radios prior to order.

A major objective of the Grants Management

Unit is to fiscally and administratively support communications interoperability among public safety agencies, increasing the ability of first responders from different agencies and disciplines to talk to each other by radio during emergencies.

Since Homeland Security grants to the state and local governments began in 2003, New Hampshire has received a total of nearly \$85 million. Eighty percent of these funds went to local first responders, as required by law. The GMU also led the technical analysis of the statewide microwave system in the past year as well as completing a federally-mandated statewide communications assessment.

With the aid of Homeland Security grants, New Hampshire made significant progress in improving communications interoperability during the past nine years. Nearly \$30 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 grant funds continued to build local microwave infrastructure and provide for training and radio programming needs. Nearly 14,000 radios were reprogrammed at the local and state levels to meet the interoperability goals of the state as well as to comply with the National Public Safety Telecommunications Council (NPSTC) National Naming Nomenclature for Interoperability.

### **Legal Unit**

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

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

The Legal Unit is also charged with representing the Department in administrative and certain 13

judicial proceedings.

### **Public Information**

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

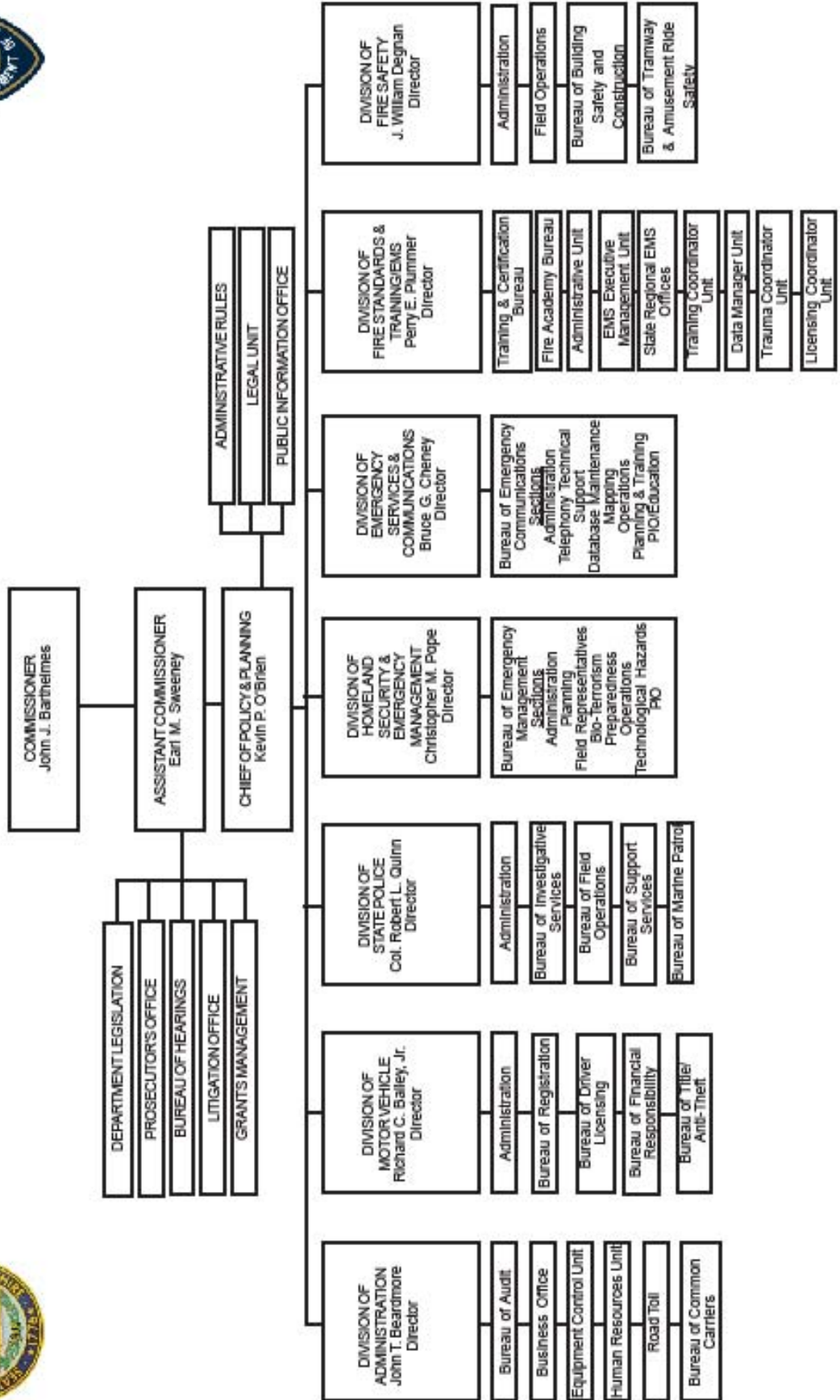
Responsibilities include the preparation and distribution of news releases; development, design, writing and editing of a variety of publications and other department materials serving as informational tools to the public, and dissemination of prepared materials via the Internet or printed materials.

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

### **Building Code Review Board**

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

# NEW HAMPSHIRE DEPARTMENT OF SAFETY ORGANIZATIONAL CHART



## DIVISION OF ADMINISTRATION

The Division of Administration comprises 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.

Division responsibilities include support for all other Divisions within the Department of Safety. Support activities include budget development and management; accounting for purchases, payables and receivables; human resources for the Department including payroll and assisting the Divisions with hiring and personnel issues; maintaining control of all fixed assets (both acquisition and disposition); remote site building maintenance, and the Hazen Drive automotive garage.

### *Mission Statement:*

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

### **Business Office**

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

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

The accounts payable section processes all Department invoices, requisitions, purchase orders, and encumbrances. In addition, the accounts payable staff is responsible for compiling Department energy usage information, gasoline billings for other agencies, and intra-agency transfers for warehouse supplies and automotive repairs.

The accounts receivable section is responsible for overall receipt of all revenues and billings. The section processes more than \$300 million annually in highway funds, general funds, and other dedicated funds.

The Department of Safety has also seen a recent increase in credit card transactions due to the increase in online services offered to the public. The Business Office supports this endeavor as online services are increased.

#### **Personnel Data**

##### **Budgeted Number of Employees**

	<b>6/30/12</b>
Unclassified	13
Classified	1,073
Temporary	6
Part-Time	182
Non-Classified	575
<b>Total</b>	<b><u>1,849</u></b>

##### **Number of Positions Filled**

Unclassified	11
Classified	997
Temporary	2
Part-Time	185
Non-Classified	575
<b>Total</b>	<b><u>1,770</u></b>





also processes and mails more than 2 million pieces of outgoing mail annually. The plate room is responsible for ordering, receiving and the distribution of license plates and validation decals needed to register vehicles. Order fulfillment is made to 224 municipal agents, typically town and city clerks, and 13 remote DMV locations as well as police departments and District Courts throughout the state.

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

### **Central Maintenance**

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

Central Maintenance has assisted the Division of Motor Vehicles in numerous office relocations and reconstructions, including the new Dover Point location set to open in September 2012.

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

### **Reprographics**

Reprographics produced more than 3 million documents during the year. The unit also microfilms all documents related to the Division of Motor Vehicles registration, licensing and title transactions.

Former Director of the Division of Administration Wesley J. Colby retired on June 1, 2012. The Executive Council approved the nomination of John T. Beardmore as Director of the Division of Administration on June 20, 2012.

## Department Revenue and Expenditures Fiscal Year 2012

**06/30/2012**

### REVENUE

1. Highway Funds	\$228,438,802
2. Unrestricted General Funds*	13,335,101
3. Federal Program Funds	31,837,058
4. Restricted Revenues, Dedicated Funds and Other	62,419,851
 Total Revenue**	 <b>\$336,030,813</b>

### EXPENDITURES

1. Permanent Personnel Services	\$53,165,107
2. Special Payments, Overtime and Holiday Pay	6,578,163
3. Current Expense	12,124,831
4. Transfers to OIT	8,488,455
5. Equipment New/Replacement	7,387,445
6. Temporary and Temporary Full-Time Services	3,533,519
7. Benefits	29,722,907
8. Travel In-State	1,209,304
9. Grants to State Agencies and Local Communities	22,797,073
10. Travel Out of State	
139,905	
11. Contracts for Program Services	1,950,812
12. State Match & Administrative Costs	1,483,739
13. Telecommunications	2,423,228
14. Debt Services	1,594,193
15. Miscellaneous	3,813,228
16. Capital Project Expenditures	1,512,367
17. Driver's Assistance Paid to School Districts (Final)	205,171
 <b>Total Expenditures**</b>	 <b>\$158,129,448</b>

### Notes

\*Unrestricted General Funds includes lapse of the Navigation Safety Fund of \$3,769,564.

\*\* Source of revenue and expenditures figures: N.H. First (unaudited).

## DIVISION OF MOTOR VEHICLES

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

### **Bureau of Driver Licensing**

The Bureau of Driver Licensing underwent several changes during FY 2012. The biggest impact to the bureau was substation closings and or moving to new locations. The Belmont location was permanently closed and personnel were reassigned to other locations. The Salem substation was relocated to 154 Main Street. The Merrimack substation was relocated to 110 Broad Street in Nashua with the Department of Transportation EZ-Pass office. The Dover Point Office is being renovated in an effort to enhance customer service and become more efficient. The Dover Point office is at a temporary location at the Pease International Tradeport.

The Bureau of Driver Licensing continues to offer Commercial Driver License testing through the New Hampshire State Police Troop G personnel in six locations. The Windham test site has been replaced by the new Nashua DMV facility allowing applicants to take both the knowledge and practical test at the same location. The Division of Motor Vehicles has also partnered with the University of New Hampshire to conduct commercial tests on the Durham campus. Although the change is not significant for the DMV, it will be a cost savings for the University system.

The automated testing system has been deployed and has been operational in all substation locations since April of 2010. A total of 159,984 exams were administered throughout the state during FY 2012, including commercial, motorcycle and operator knowledge examination.

A total of 28,527 road skills examinations were conducted during FY 2012, including operator, mo-

### ***Mission Statement:***

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

torcycle and commercial examinations. The average passing rate for FY 2012 is 78 percent.

A total of 335,890 driver licenses, ID cards and school bus certificates were produced and issued during FY 2012. Although this was an increase over last year, the staff and production systems were able to handle the work load.

The Bureau of Driver Licensing was staffed by twenty five full-time and one part-time DMV personnel and six Division of State Police personnel during FY 2012

### **Driver Licensing - Motorcycle Rider Training Program**

The MRT Program has sites in Concord, Hooksett, Keene, Laconia, Londonderry, Nashua, North Haverhill, Portsmouth, and Whitefield. Classes are conducted from early April to the beginning of November. All locations offer courses on the weekends, and weekday courses are offered at the Concord, Hooksett and Laconia sites.

The MRT Program uses a curriculum that is constantly evolving to keep up with the changes in the motorcycling world. The Motorcycle Safety Foundation (MSF) develops the curriculum and provides program support.

To accommodate the needs of the students, the MRT Program now offers three MSF courses for students of all levels: the Beginner Rider Course, the Intermediate Rider Course and the Experienced Rider Course. During FY 2012, the MRT Program trained 3,027 students which is an increase from the 2,909

students trained in FY 2011. Through grant funds, the MRT Program purchased 21 new motorcycles of different sizes and styles to accommodate the student requirements.

The MRT Program also purchased an enclosed Rider Education Vehicle (REV) trailer. The purpose of the REV is to draw attention to the MRT Program as well as motorcycle awareness and education as a whole. The REV includes a SMARTrainer motorcycle simulator, which allows individuals to get a feel for motorcycle controls and situations they may encounter on the road.

During this past year, the MRT Program enhanced the quality assurance requirements for the three private training companies under contract with the DMV. On-site quality assurance reviews to each site during classroom and range exercises are being conducted multiple times throughout each season.

The Motorcycle Rider Training (MRT) Program was staffed by three full-time employees, one part-time employee and 42 part-time seasonal Rider Coaches during its 23rd year of existence.

### **Bureau of Driver Licensing – Driver Education Unit**

The Driver Education Unit provides oversight and support to the public high schools and private high schools throughout the state, as well as the commercial driver education schools. There are approximately 228 driver education instructors, each having taken and passed the nine-credit driver education instructor curriculum that is offered through Keene State College, as well as a comprehensive written and driving test administered by the Driver Education Unit.

The Driver Education Unit also oversees the Driver Education curriculum, instructor certification, professional development approval, and secondary school approval. The Driver Education Unit has completed 31 classroom reviews to ensure compliance with state law and administrative rules.

New Hampshire RSA 263:19 requires all 16 and 17 year-olds who apply for a driver's license to complete an approved driver education program. Approximately 13,000 students participated in driver education through a high school or commercial driving school during FY 2012.

Driver improvement and point reduction programs are also approved and reviewed by the Driver Education Unit. There are currently 12 approved driver improvement programs. The Driver Education Unit was staffed by one full-time DMV and one full-time State Police employee during FY 2012.

A total of 105 total public and private high schools offer driver education:

- 12 public or private high schools that have their own program.
- 87 public or private high schools contracted their driver education program to a commercial driver school
- 6 public or private high schools do not offer driver education.

Thirty-eight commercial driver education schools are not associated with any high school.

### **Bureau of Financial Responsibility**

The Bureau of Financial Responsibility administers and enforces motor vehicle statutes that have a direct effect on an individual's driving record history and the status of driver license and vehicle registration privileges. It is the central site for data gathered from all law enforcement agencies, District and Superior courts, and out-of-state motor vehicle agencies.

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

The bureau is divided into seven sections:

#### **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**

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/citations received from local and state law enforcement agencies throughout the state. This section receives an average of 9,900 traffic complaints or citations each month. During peak periods volume can exceed 10,500 complaints or citations received per month. The section processes payment of fines as well as not guilty pleas. Payments are processed via check, cash and credit card transactions. Since December of 2010, the N.H. DMV has been accepting on-line payments for tickets paid within 30 days from the date of issuance.

## Court Processing

Processes conviction and default information received from District and Superior courts for both minor and major offenses. Examples of minor offenses/convictions include speeding, traffic signal violation, negligent driving, etc. Examples of major offenses/convictions include DWI offenses, conduct after an accident, operating after suspension/revocation, and reckless operation.

## Out-of-State

Processes information received from out-of-states 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 Unformed 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.

The bureau is currently working with State Police and the Department of Information Technology to implement the electronic receipt of crash information (CRMS Project) which is scheduled for implementation in the fall of 2012.

## New Initiatives

During FY 2012, the bureau continued to work with the Bureau of Driver Licensing, Bureau of Hearings, and the Department of Information Technology to implement changes in the Motor Carrier Safety Improvement Act (MCSIA) laws.

During FY 2012 the bureau worked closely with N.H. State Police and the Department of Information Technology on a joint venture titled

### Financial Responsibility transactions FY 2012

Plea by Mail traffic citations/tickets received via paper: 104,402

Plea by Mail traffic citations/tickets received electronically: 2,343

Plea by Mail traffic citations/complaints paid: 58,982

Online payments recorded: 16,278

Court convictions: 35,251

Out of state convictions: 4,374

Operator suspensions issued: 38,480

Operator revocations: 7,654

Registration suspensions issued: 12,431

Single registration suspensions issued: 517

Registration revocations issued: 110

Motor vehicle records

generated: 105,768

Crash reports issued: 4,926

Documents imaged: 215,316  
(498,854 pages)

Crash reports processed: 33,273

Telephone inquiries answered: 113,928\*

Telephone inquiries presented/received: 118,520\*

\*Hours of operation 8:15 a.m. - 4:15 p.m., Monday-Friday, excluding holidays.

eTicketing which would allow State Police to print PBM tickets (citations/complaints) which would then be transferred to DMV, thus greatly reducing the manual effort needed to receive, file and enter the information into database records.

As indicated, this project was implemented in April 2012. Since implementation through June 30, 2012, more than 2,300 tickets were electronically entered into database records.

The bureau also partnered with the Administrative Office of the Courts and the Department of Information Technology on the ECitation Project which established a protocol/process thru which DMV would provide electronic files of Plea by Mail citations/complaints filed with a plea of Not Guilty to the respective court thus eliminating the need for the court to manually enter the information shown on the tickets into the court reporting system (Odyssey).

The bureau continues to process information related to the establishment of an Alcohol Ignition Interlock Program.

The bureau was staffed by 25 full-time employees and two part-time employees during FY 2012.

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

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

Substantive identification of fatalities under FARS often comes from Police Accident Reports (PARs). Detailed information on the circumstances of the crash and persons and vehicles involved may be obtained from a variety of sources including state and local police departments, other state agencies, drivers licensing files, vehicle registrations, state highway department data, emergency medical services records, medical examiner or coroners reports, toxicology reports, hospital records, and death certificates.

The FARS unit in New Hampshire is funded by NHTSA and the N.H. Highway Safety Agency. FARS data are used to identify problems, evaluate safety countermeasures and facilitate the development of traffic safety programs at the national and state levels. An

### **FARS Statistics FY 2012**

91 fatalities resulting from 84 crashes.

44 people or 48.3 percent were not wearing seatbelts.

16 motorcycle fatalities as part of the 84 total crashes.

12 people or 75 percent were not wearing helmets.

December was the most deadly month with 11 total fatalities.

Rockingham County had the most fatalities with 20.

Sullivan & Carroll counties had the fewest with 8 pedestrian fatalities.

extensive annual analysis is performed and published noting demographic trends in fatal crashes. The FARS unit was staffed by one full-time employee during FY 2012.

### **Bureau of Operations**

The Bureau of Operations is responsible for overseeing the daily interactions with the customers of the Division of Motor Vehicles in person and over the telephone. FY 2012 represents the first full year as an independent bureau.

The mission of the Bureau of Operations is to improve and enhance customer service by providing an integrated, one-stop shopping experience for DMV customers. To accomplish this, the Bureau of Operations started with employees who previously specialized in only one DMV function and expanded their capabilities with cross-training and re-organization to allow employees to process many different types of transactions. The cross-training effort results in customers being able to complete more of their motor vehicle transactions with less trips to a DMV office.

At the close of FY 2011 all Operations personnel at the 13 substations were fully cross-trained in the services currently offered at those locations. For FY 2012, Operations had a goal to continue with the cross-training at DMV Headquarters and the substations in order to begin offering additional services at those locations.

Operations Headquarters consists of the following units and sections:

### **Contact Center**

The Contact Center is responsible for answering telephone calls coming into the DMV, as well as answering customer e-mails. The Contact Center handles the public lines for the DMV main line, Driver Licensing, Registration and Credit Card Payments. The Contact Center also answers numerous calls for Title and Financial Responsibility. The Contact Center receives an average of 1,423 calls on a daily basis. In FY 2012, Operations expanded its capabilities of answering telephone calls by training the substation personnel to be able to answer customer calls when their workload allows. This practice will continue to expand.

### **Information Counter**

The Information Counter acts as the first point of contact for customers entering the Concord DMV and several of the substations. The staff answers basic questions pertaining to all aspects of the DMV, checks documents to ensure all paperwork is complete, administers the Driving License vision screening test and directs customers to the correct customer service counter to complete their DMV transactions.

### **Driver Licensing Customer Service Counter**

Staff members are able to assist customers with all types of Driver Licensing transactions including the issuance of any type of Driver License or Non-Driver Identification Card, administer the eye test, administer the computerized written exam, check documents for authenticity as well as answer Driver Licensing questions.

### **Financial Responsibility Customer Service Counter**

The Financial Responsibility Customer Service Counter complete a variety of tasks including issuing documents pertaining to an individual's motor vehicle record, assist customers with payment of a traffic citation/complaint, restoring an individual's privileges, and ensuring that all court and program documents are complete prior to restoring privileges. Staff in this area also began the process of cross-training with the

Operations Contact Center and in FY 2013 will continue this cross-training.

### **Registration and Title Customer Service Counter**

The Registration and Title Customer Service Counter staff assist customers with a variety of questions and transactions pertaining to vehicle registrations and titles of automobiles, motorcycles, mopeds, trailers, and any other type of motor vehicle requiring a registration or title. This service counter also is involved with inspection station inventory sales as well as completing walking disability applications. Staff in this area also began the process of cross-training with the Driver Licensing Customer Service Counter and will continue this cross-training in other areas.

At the close of FY 2012, the Bureau of Operations was staffed by 78 full-time positions and 18 part-time positions at the DMV Headquarters and substations located throughout the state.

### **Bureau of Registration**

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

During FY 2012, the Bureau of Operations was created, which oversees the daily operations of the state registration offices. The Bureau of Registrations acts as a support staff to the Bureau of Operations. The bureau is also responsible for the registration of boats and the regulation of all New Hampshire Boat Registration Agents, overseeing all dealers and inspection stations and managing the Municipal Agent program.

The Municipal Agent Automation Project (MAAP) was implemented on July 11, 2005. MAAP is a vehicle registration and title computer system which connects the Division of Motor Vehicles to many towns and cities throughout New Hampshire which issue registrations. On March 8, 2010, boat registration processing was added to the MAAP system. MAAP al-



### **Motor Vehicles Registered in FY2012**

Passenger Vehicles:	854,998
Trucks:	332,702
Trailers:	177,282
Motorcycles:	79,419
Other:	18,802

Initial "Vanity" Plates at the close of FY 2012: 16,096

lows Municipal Agents to process both the local and state portions of registrations.

As part of the ongoing MAAP process, the bureau was responsible for assisting in the implementation of a new style registration certificate. This new style registration certificate includes many new features, such as a bar code which law enforcement can scan on the roadside, and is printed using newer technology on a laser printer. As of June 30, 2012, there were 225 Municipal Agents throughout the state.

During FY 2012, the Bureau of Registration was in the process of working with DoIT to implement an updated webpage for easier customer use. The Bureau also continues to work with DoIT and the MAs to improve connectivity to MAAP by exploring VPN connectivity verses hard lines. In addition, DoIT and the Bureau of Registration are testing the reprogramming of MAAP to allow for the elimination of obsolete impact printers still necessary in registration and title processing.

The Bureau of Registration was staffed by 17 full-time DMV personnel, one State Police employee and three part-time staff during FY 2012.

### **Municipal Agent Program**

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

At the close of this fiscal year, all 225 Municipal Agents were on-line and connected to the state com-

puter system through the Municipal Agent Automation Project (MAAP) performing registration transactions in real time. The duties of the program consist of monitoring compliance with New Hampshire laws, administrative rules and procedures, and the MA contracts in conjunction with the Division of Motor Vehicles Audit Section.

The MA program conducts the required training for MAs and their staff, and additionally will attend workshops and conferences statewide hosted by the New Hampshire City and Town Clerks' Association. The MA program and Bureau of Registration as a whole also work in conjunction with the Office of Information Technology to assist with the implementation and monitoring of computer programs connecting Municipal Agents to MAAP. The Municipal Agent Program also operates the Agent Help Desk. The Agent Help Desk answers telephone calls, e-mails and faxes from all 234 towns and cities throughout New Hampshire, as well as the 114 authorized boat agents.

In addition to the other duties of the program such as municipal agent and boat agent training, the Agent Help Desk answers an average of approximately 8000 calls per month with a minimum of two and maximum of six employees on the telephones. This year the staff created a new Agent Desk Help Manual as well as developed a new Advanced Training Class in an effort to reduce call volume.

### **Boat Registration Unit**

The Bureau of Registration works in conjunction with the Division of Safety Services with the registration of all vessel (boat) registrations. Boat registrations are renewed annually and all expire on December 31<sup>st</sup> of each year. As of December 5, 2011, there were 92,621 boats registered. At the close of FY2012 there were 114 authorized boat agents, including 65 online agents, and 49 off-line agents. There are 14 state locations able to process boat registrations.

During FY 2012, the Bureau of Registration added an additional 14 boat agents to process boat registrations on-line. There will be twelve other on-line towns currently utilizing vendor software that will be able to process boat registrations by the end of the year.

### **International Registration Plan Unit**

The International Registration Plan (IRP) provides 25

for the registration of vehicles that travel in two or more member jurisdictions. It is a registration reciprocity agreement among American states and Canadian provinces that provides for payment of license fees on the basis of fleet miles operated in the various jurisdictions. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among the other IRP jurisdictions according to a formula based on percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. During FY 2012, there were approximately 3,128 active IRP accounts and 10,900 registered vehicles.

On average, \$776,000 in monthly fees was collected. After apportioned fees are distributed to other states, approximately \$277,000 remained with New Hampshire. IRP currently operates in two locations in the state, at the Twin Mountain substation and the main DMV office in Concord.

### **Dealer and Inspection Program**

The Dealer and Inspection Program controls the distribution of motor vehicle inspection stickers, dealer plates, applications, and other various forms used by New Hampshire dealers and inspection stations. Dealers are required to renew in March while inspection stations are required to renew their appointment in September.

During FY 2012, the dealer program monitored the operation of 2,267 dealers, including 924 new and used, 43 automotive recycling, 77 motorcycle, 437 repair, 184 transport, 183 utility, 197 wholesale and 222 retail dealers without plates. There were a total of 11,512 active dealer plates of all kinds in use in the state during FY 2012. The inspection program monitored the operation of 2,384 inspection stations, including 288 fleet, 15 replacement glass, 105 municipal and 1,976 public inspection stations.

### **On-Board Diagnostics and Safety Inspection Program**

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

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

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

The vehicle's emission system reports the OBD status of the vehicle and any conditions requiring diagnosis and repair. This record helps to protect consumers from fraudulent additional charges for unnecessary repairs. The DMV's computerized reporting/analysis system can identify inspection stations whose behavior indicates possible inspection fraud. This has proven extremely useful in prosecuting inspection fraud cases and has promoted a positive consumer image for the OBD Program and the DMV in general.

The New Hampshire OBD & Safety Inspection Program continues to lead the nation with its innovative approaches to fraud detection and customer service. The OBD Program Manager regularly provides technical assistance to many of the state's licensed inspection stations and works closely with industry groups such as the New Hampshire Automobile Dealers Association (NHADA) and government/law enforcement agencies, such as the U.S Environmental Protection Agency, N.H. Department of Environmental Services, the Attorney General, State Police, DOS Hearings Bureau, and local New Hampshire police departments.

She also manages the Economic Hardship Waiver Program (EHW) as mandated by the Legislature. The EHW program provides New Hampshire residents who cannot afford to make necessary emissions repairs with an opportunity to apply for a waiver that exempts their vehicle from emissions testing for one inspection cycle.

### FY 2012 Pupil Transportation Statistics

School bus drivers:	4,329
MV record & criminal checks performed:	4,329
School buses inspected:	2,621
Accident reports:	115

True to the Legislature’s original intent, the program is administered using the broadest possible criteria. The only requirements are that the vehicle must have passed the safety inspection, failed the emissions test, and the owner must provide a written estimate of the needed emissions repairs, together with an explanation detailing their reasons for requesting the waiver. Since its inception in 2006, the program has processed an annual average of 125 waiver applications with an approval rate of more than 85 percent.

In 2011 the DMV put out a request for proposals on a new contract for the OBD program as the current contract was expiring in 2012. There were four companies that responded and one that withdrew their proposal because they were bought out by another vendor who also bid. The Governor and Executive Council approved a new five-year contract in May, 2012.

### Bureau of Registration - Pupil Transportation Unit

The Pupil Transportation Unit oversees over 100 public school bus companies. This unit is responsible for conducting criminal and motor vehicle background checks on over 4300 school bus drivers who are employed in the state of New Hampshire.

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

The unit inspects more than 2,600 school buses in the state. State troopers, who are commercial motor vehicle qualified, conduct these inspections. This section is an integral part of the investigation of all school bus crashes and thoroughly investigates complaints regarding school buses and school bus drivers. This unit works in conjunction with local police departments

and other state agencies.

The section also participates at the state Emergency Operations Center, in case of an emergency where school buses may be needed for an evacuation. The unit supervisor, a state trooper, is responsible for coordinating this task with the bus companies. This includes participation in graded exercises for the Vermont Yankee and Seabrook Station nuclear power plants, which are conducted in alternating years.

The unit supervisor is also responsible for the training and certification of school bus drivers and school bus driver instructors in the state. Once per year, a forty-hour class is taught for the school bus training certificate.

The unit supervisor also conducts audits on the school bus companies to ensure compliance on the Saf-C 1300 rules for School Bus Transportation. This entails an audit of the driver files and periodic inspections of school buses.

### Bureau of Title and Anti-Theft

The Bureau of Title and Anti-Theft is responsible for issuing motor vehicle titles. The Bureau also determines the legal ownership of motor vehicles on liens

### FY 2012 Title Bureau Statistics

Titles issued:	321,454
Titles issued for new and demo vehicles:	102,154
Titles issued for used vehicles:	218,500
Title administrative hearings initiated:	19
Title investigations of criminal and consumer fraud:	20
Stolen vehicles notifications:	2,514
Abandoned vehicles, mechanics liens, title searches, rejected applications:	4,053
Junk vehicles reported:	1,824
Surrendered titles: (66,905 electronic, 4,751 manual)	71,656
Incomplete title application letters generated:	8,070
NMVTIS help desk transactions completed:	14,400
Returned mail titles handled:	6,000

and initiates DMV investigations of criminal and consumer fraud. New Hampshire partners with the National Motor Vehicle Title Information System (NMVTIS) which shares title information among the participating states and jurisdictions to ensure that issues such as brands odometer discrepancies are not omitted.

The Bureau works closely with the Division of State Police on criminal investigations involving titles issues, and works with federal, state, county and local law enforcement agencies to identify stolen vehicles. The Bureau assists in cases of insurance fraud, dealer violation, consumer complaints, odometer fraud counterfeit titles and statutory liens.

The Bureau participates in training classes for the municipal agents and DMV partners educating them on all the administrative rules and laws pertaining to titles and liens that include New Hampshire licensed dealers, town and city clerks and lending institutions.

The Bureau also processes all abandoned motor vehicles, mechanic liens, storage liens, junked motor vehicles and surrendered titles from other jurisdictions. The Bureau was staffed by twenty three full-time personnel and two part-time personnel during FY 2012.

### **Arbitration**

Seventeen arbitration demands during FY 2012 were resolved prior to the hearing, either through settlement with the manufacturer or repair of the vehicle.

After the Board's acceptance of a consumer Demand for Arbitration, the manufacturer has the legis-

lated right to a Final Repair opportunity. In many instances the vehicle is repaired at this time, giving the consumer the right to withdraw their demand only to reinstate it within a year of that repair should the defect reoccur.

During FY 2012, ten manufacturers have been represented in arbitration submissions. Of the cases filed during FY 2012, 22 hearings were held over 11 meeting dates. Also to date, no cases were appealed by either party to N.H. Superior Court during the past year.

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

### **Audit Section**

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

The Audit Section is responsible for the preparation and oversight of the Division's biennial budget, oversight of Municipal Agent compliance requirements, and the development and oversight of fiscal policies. Other essential functions include performing both Municipal Agent and substation audits, oversight of DMV Federal Grant Awards, and to establish and monitor agency internal controls.

In the past fiscal year one hundred and fifty three Municipal Agent offices were audited. The Audit Section continues on course to visit each of the two hundred twenty five Municipal Agent locations annually.

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

The auditors spend time observing office procedures, identifying areas of concern and discussing these items with the Municipal Agent. To the extent possible, the auditors address their questions and concerns. In some locations the audit is the only regular opportunity for Agents to interact with DMV personnel on a face to face basis.

#### **FY 2012 Arbitration Statistics**

- 35 Demands for Arbitration were accepted.
- 2 refunds were awarded to consumers, totaling \$65,887.58.
- 2 replacement vehicles were awarded to the consumers.
- 5 cases were settled before hearing.
- 12 cases were withdrawn before hearing where the vehicle was repaired.
- 3 cases were dismissed.
- 11 cases were found for the manufacturer.

In addition to the above, eleven DMV substations were audited during the past fiscal year with inventories and cash being reconciled. In addition, the main headquarters located in Concord was also audited with inventories and cash being reconciled.

**Other Significant Actions:**

- Efforts to relieve the current inventory system of obsolete data continue. With each audit, a listing of obsolete inventory is compiled that can be removed from the inventory system.
- Review DMV invoices prior to their final processing. This insures the validity of the payments and keeps the Division up to date on pending expense charges.
- Audit and approve all refund requests prior to submitting to Treasury for processing.
- Reconcile the IRP revenue recorded in VISTA to the revenue recorded in IDMS on a monthly basis.
- Review the documentation of Replacement Driver License transactions.
- Participate in Strategic Planning initiative committees.
- Participate on the Joint Loss Management Committee. Committee members are trained in workplace hazard identification and accident/incident investigation.
- Reconcile Over and Short Reports for employees and Municipal Agents.
- Random audits of the central DMV vault to verify petty cash accounts.
- Conduct annual heavy vehicle use tax certification.
- Monitor website accuracy and update forms and data on a weekly basis.
- Monitor advices and order amounts of required forms, and verifies charges against the various organizations.
- Review and verify application budgets for federal grants.
- Review and verify monthly quantities for Marquis ID Systems invoices for licenses issued.
- Quarterly review of computer system permissions.
- Verification of Defensive Driving Certification for employees utilizing state vehicles.
- Participate in Payment Card Industry Training to ensure compliance with most recent data security standards.
- Assist in training of new Municipal Agents and their staff. Review of record keeping and deposit procedures.
- Assist in the research and preparation of 34 Legislative Service Requests.
- Assist in the research and preparation of DMV Standard Operating Procedures and Policies.
- Provide support and guidance to DMV personnel with questions of validity of payments (check issues and counterfeit questions).
- Assist Registration personnel with the certification of software updates necessitated by legislative changes.
- Oversee production of employee ID badges for all of the Dept of Safety employees and control of building access for Concord, Salem and Nashua DMV locations.
- All Division requisitions in Lawson and field purchase orders are processed and approved through the audit department. The audit staff also provides ongoing monitoring of expenses, encumbrances and state contracts.

- Provide assistance to other Divisions (Homeland Security, Warehouse, Marine Patrol, etc.) with Lawson training, troubleshooting and assistance when needed.

The Audit Section was staffed by five full-time employees during FY 2012.

**Training Unit**

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

All new DMV employees must attend the following mandatory classes:

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

Fraudulent Document Recognition, including up to 9.5 hours of online instruction and testing

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

- Interviewing Skills
- Performance Review

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

During FY 2012, 537 employees attended professional growth classes and mandatory classes, and 52 municipal agents, their vendors, and other state employees, were given Driver Privacy Protection Act training. After hours classes were offered as well as training delivered to the site. During this period, there was an increase in attendance from other non-DMV employees from the Department of Safety.

Richard C. Bailey, Jr. was the Director of the Division of Motor Vehicles from July 1, 2011, through June 30, 2012.

**DMV Offices**

Location	Services provided	Days & hours of operation	
Berlin	Driver Licensing, Registration and Title transactions	Mon-Thurs	8:00am – 4:30pm
Claremont	Driver Licensing, Registration and Title transactions	Mon-Fri	8:00am – 4:30pm
Colebrook	Driver Licensing transactions only	1 <sup>st</sup> , 3 <sup>rd</sup> , 5 <sup>th</sup> Fri	8:00am – 4:30pm
Epping	Driver Licensing, Registration and Title transactions	Mon-Fri	8:00am – 4:30pm
Keene	Driver Licensing, Registration and Title transactions	Mon-Fri	8:00am – 4:30pm
Manchester	Driver Licensing, Registration and Title transactions	Mon-Fri	8:00am – 4:30pm
Milford	Driver Licensing, Registration and Title transactions	Wed & Thurs	8:00am – 4:30pm
Nashua	Driver Licensing, Registration and Title transactions	Mon-Fri	8:00am – 4:30pm
N. Haverhill	Driver Licensing transactions only	2 <sup>nd</sup> , 4 <sup>th</sup> Fri	8:00am – 4:30pm
Portsmouth	temp office Driver Licensing, Registration and transactions opened while the Dover Point office is being remodeled	Title Mon-Fri	8:00am – 4:30pm
Tamworth	Driver Licensing, Registration and Title transactions	Mon-Fri	8:00am – 4:30pm
Twin Mountain	Driver Licensing, Registration, Title and IRP transactions	Mon-Fri	8:00am – 4:30pm
Salem	Driver Licensing, Registration and Title transactions	Mon-Fri	8:00am – 4:30pm

## DIVISION OF STATE POLICE

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

In July 2012, N.H. State Police celebrated its 75th anniversary.



As a state law enforcement agency, State Police patrols New Hampshire's state highways, toll roads and interstates, enforcing state criminal, motor vehicle and other public safety laws.

The Division has concurrent jurisdiction in towns under the population level of 3,000 and primary jurisdiction on all interstate highways. Division members are empowered to carry out law enforcement functions in all other locations when they observe a law violation, are in pursuit of an investigation or a violator, or are requested to assist by local authorities, the Attorney General or the Governor.

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

Headquartered at the James H. Hayes Safety Building in Concord, the Division of State Police operates from seven troop stations around the state

### ***Mission Statement:***

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

and provides a visible law enforcement presence across New Hampshire.

### **Field Operations Bureau**

The Field Operations Bureau oversees the daily operations of seven field troops composed of uniformed troopers and troop-level investigators. The troops are divided into Field Areas I, II and III.

The primary function of the Field Operations Bureau is to provide patrol services. These patrol services are provided throughout the state to all communities. Communities with small or part-time police departments may request assistance to provide full, 24-four hour police service.

The purpose of standard patrol services is to seek voluntary compliance with the motor vehicle statutes and to serve as a deterrent for criminal activity. Investigation of criminal activity within each troop area is the responsibility of uniformed troopers and detectives assigned to the barracks.

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

Additionally, the Special Events Response Team and Special Weapons and Tactics Unit are administered through the Field Operations Bureau.

The troopers who staff these special units are 31

selected for their service and assigned throughout the state.

### **Troop A**

Headquartered in Epping, Troop A provides police services to Rockingham and Strafford Counties. The geographical area is a blend of metropolitan, suburban and rural communities, ranking among the most important centers of commerce and tourism within the state.

Three major highway systems, joined by a host of secondary roads, intersect the region connecting it with other areas throughout New England.

During the fiscal year, Troop A troopers stopped 37,133 vehicles, arrested 311 impaired drivers, investigated 971 traffic crashes, and conducted 755 case investigations.

In April, troopers were dispatched to Greenland, where members of the Greenland Police Department and the Attorney General's Drug Task Force were serving search and arrest warrants. The wanted subject had barricaded himself inside the residence after firing multiple shots at the officers. Greenland Police Chief Michael Maloney was shot and killed by the subject and four other officers were seriously injured. Upon arriving on scene, troopers assisted with maintaining a perimeter around the suspect's residence and evacuating a neighboring family from their residence. Major Crimes detectives conducted the review and investigation of the incident.

In May, troopers were dispatched to the Piscataqua River Bridge on Interstate 95 northbound in Portsmouth for a possible suicidal subject. Upon arrival, troopers observed a young male subject standing on the outside edge of the guardrail.

A trooper engaged the man in conversation and, once he became distracted, grabbed him with the assistance of another trooper and a Portsmouth police officer. The subject was pulled over the guardrail to safety.

During June, detectives assisted the FBI, Attorney General's Office, U.S. Attorney's Office, U.S. Drug Enforcement Administration and the Exeter Police Department with the investigation at the Exeter Hospital for tampering with a con-



sumer product and diverting a controlled substance.

### **Troop B**

Headquartered in Bedford, Troop B provides police services throughout Hillsborough County. The area includes 31 towns and the cities of Manchester and Nashua, as well as 146 miles of highway in the most heavily populated area of the state.

During the fiscal year, Troop B troopers stopped 23,476 vehicles, arrested 310 impaired drivers, investigated 1,202 traffic crashes and conducted 1,568 case investigations.

Enforcement of impaired drivers continued to be a primary focus for the troop. A trooper, in his cruiser, was struck on the F.E. Everett turnpike by an impaired driver while working an enforcement detail patrolling for impaired drivers.

The trooper sustained non-life-threatening injuries. The suspect fled on foot in Nashua. Officers from the Nashua Police Department, Massachusetts State Police and Troop B successfully tracked and apprehended the suspect with the help of a K-9.

A trooper was involved in a police shooting in the town of Pelham. Members of the Lowell and



Dracut, Mass. Police Departments pursued a violent suspect armed with a weapon into the town of Pelham. A stand-off ensued. The suspect was fatally shot after he pointed a weapon at officers, posing an imminent deadly force threat. No police personnel were injured during the incident.

K-9 teams continued to provide a very valuable service to the troop and surrounding police communities. Windham Police requested the assistance of a K-9 after reporting a home invasion in which two suspects fled from the residence after being confronted by the homeowner. After several miles of K-9 tracking through the woods and a residential area, a suspect was found hiding on the roof of a house several miles away.

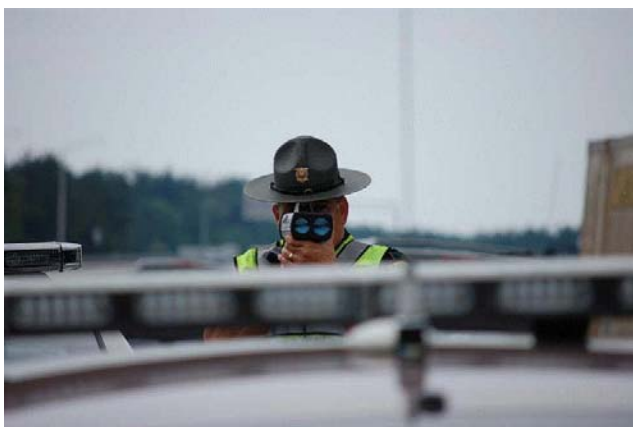
### **Troop C**

Headquartered in Keene, Troop C is responsible for providing police services throughout Sullivan and Cheshire counties. Located in the southwest corner of the state, the troop provides law enforcement coverage to 38 communities.

There are 18 towns in which troopers are the primary law enforcement agency. In addition, troopers are frequently requested by full-time police departments to provide patrol coverage and investigative assistance.

During the fiscal year, Troop C troopers stopped 18,923 vehicles, arrested 213 impaired drivers, investigated 260 traffic crashes and conducted 1,005 criminal investigations.

In July, troopers received a “be on the lookout” call for a male subject suspected of shooting and killing his mother and step-father in New York. Authorities advised that the suspect had family ties



to the Town of Gilsum. It was also reported that the suspect had numerous firearms in the vehicle as well as his girlfriend (possibly held against her will) and an infant. Troopers spotted and monitored the vehicle, and were able to verify the presence of a female and an infant. A perimeter was established and the Special Weapons and Tactics (SWAT) Unit was activated. Negotiators established communications and the suspect eventually surrendered. The suspect is currently in custody in New York.

In July, Troopers from Troop C and the Major Crime Unit assisted the Keene Police Department with a gang-related homicide in which the victim was stabbed. The suspect is in custody awaiting trial.

In April, troopers responded to Cornish for a report of an armed robbery involving the discharge of a shotgun. Within four hours of the call, the suspect was tracked down and confessed. The suspect was taken into custody and is incarcerated awaiting trial.

### **Troop D**

Headquartered in Concord, Troop D is responsible for providing police services throughout Merrimack County. The area includes 25 towns and two cities. In addition, Troop D covers Interstate 93 from the Hooksett Toll Plaza to the Ashland town line and all of Interstate 89 from Bow to the Vermont state line. This encompasses approximately 230 miles of interstate highway.

The State Capital is located within the area under the responsibility of Troop D. Troopers are increasingly tasked with being the primary law enforcement provider to many of the state facilities, properties and agencies, including the State House, the Governor’s Mansion, State Prison, New Hampshire State Hospital and the New Hampshire Community Technical Institute.

During the fiscal year, Troop D troopers stopped 32,951 vehicles, arrested 232 impaired drivers, investigated 1,277 traffic crashes, and conducted 1,010 case investigations.

In March, Troopers responded to a report of a motor vehicle rollover with ejection on Interstate 393 eastbound in Pembroke. Initial investigation revealed that the accident was precipitated by a road

rage incident between a boyfriend and girlfriend driving in separate vehicles.

The female attempted to pass the male's vehicle on a curve and lost control, striking a metal guardrail and rolling several times, striking the other vehicle as it rolled. The girlfriend was unrestrained and was ejected from the vehicle as it rolled over. The boyfriend was charged with Violation of Parole, Reckless Conduct, Criminal Mischief, and Endangering the Welfare of a Child.

In May, a trooper arrived on the scene of a commercial motor vehicle rollover accident on Interstate 89 in Grantham. The trooper observed fuel spilling from the vehicle, smoke billowing from the engine compartment, and the driver trapped inside. The trooper breeched the windshield with his axe, and pulled the driver out of the cab to safety.

In June, a trooper stopped a motor vehicle on Interstate 93 for speed in excess of 90 miles per hour. The operator was subsequently arrested for Aggravated DWI. It was discovered that the subject had three extraditable warrants out of Florida for Grand Theft Auto, and the vehicle the driver was operating was stolen.

### **Troop E**

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

During the fiscal year, Troop E troopers stopped a total of 15,126 vehicles, arrested 120 impaired drivers, investigated 132 traffic crashes, and conducted 975 investigations.

In December, troopers responded to a report of an escaped inmate from the Carroll County House of Corrections in Ossipee. Troop E provided uniformed personnel for the perimeter security, two K-9 units for tracking the inmate, and a detective to assist in the investigation. The N.H. State Police Aviation Unit also assisted in this search. The coordinated response lasted well into the night. The escaped inmate was subsequently located a week

## **In Memoriam**

### **Trooper Raymond A. Elliott**

*July 15, 1946 to*

*June 1, 1947*

### **Trooper Harold B. Johnson**

*July 1, 1937 to*

*October 11, 1948*

### **Lieutenant Ivan Hayes**

*July 1, 1937 to*

*July 18, 1959*

### **Trooper Gary P. Parker**

*September 12, 1986 to*

*November 29, 1989*

### **Trooper Joseph E. Gearty**

*August 31, 1984 to*

*November 30, 1989*

### **Sergeant James S. Noyes**

*February 25, 1977 to*

*October 3, 1994*

### **Trooper Leslie G. Lord**

*January 16, 1987 to*

*August 19, 1997*

### **Trooper Scott E. Phillips**

*March 23, 1990 to*

*August 19, 1997*

later and apprehended by the U.S. Marshal's Fugitive Task Force.

Also in December, Troop E personnel assisted in the felony investigation of the severe beating of a 2-year old male in Albany. Fortunately, the child is recovering from his injuries and the investigation led to the arrest of two adults.

In June, Troop E personnel assisted the Tamworth Police Department and the FBI with an investigation into the manufacturing and distribution of child sexual abuse images. The investigation concluded with the arrest of two adults. One faced federal charges and the other, state charges.

### **Troop F**

Headquartered in Twin Mountain, Troop F is responsible for providing police services throughout Coös and Grafton Counties. The area comprises 39 percent of the state, including 3,610 square miles of rugged, rural terrain.

Within this boundary lie 74 towns and unincorporated places, 60 miles of interstate highway, 3,000 miles of state and local highways and hundreds of miles of back country roads. New Hampshire shares 42 miles of international border with Canada to the north. This region also hosts more than seven million vacationers who visit this part of the state during the year.

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

During this fiscal year, Troop F troopers stopped 19,284 motor vehicles, arrested 155 impaired drivers, investigated 532 traffic crashes, and conducted 2,118 case investigations.

In July, troopers initiated an investigation into a missing juvenile in the northern part of the state that quickly developed into a massive search in-

volving many local, county, state and federal agencies. After seven days of searching, the juvenile's body was discovered in the Connecticut River, turning the case into a homicide investigation that currently remains open.

In August, during Hurricane Irene, troopers assisted with road closures and the evacuation of residents and visitors from flooded areas.

In May, troopers began a collaborative enforcement effort working with the U.S. Border Patrol to prevent the illegal smuggling of drugs and people across the Canadian Border.

During the winter months, troopers participated in a training mission with all of the agencies in northern Coös County designed to test radio interoperability and coordinate available resources.

### **Troop G**

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

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



the state's school bus industry.

During the fiscal year, the unit conducted 2,460 commercial driver license tests, certified 144 applicants as school bus instructors and/or commercial driving school instructors, licensed 83 driving schools and prosecuted 100 administrative hearings pertaining to school bus drivers and/or driving schools.

The Field Operations section enforces the laws and rules governing the operation of approximately 2,200 vehicle dealerships and approximately 2,400 official automotive safety inspection stations throughout the state; conducts classroom instruction and practical examinations of persons seeking certification as automotive safety inspectors; enforces the laws and rules governing approximately 10,000 certified automotive safety inspectors statewide; conducts physical examinations of vehicles deemed by insurance companies to have been salvaged; locates and serves notice to persons eligible to be deemed Habitual Offenders; locates persons and retrieves driver's licenses and/or registration plates from those that have been suspended or revoked; conducts examinations of commercial vehicles for certification to carry additional weight; prosecutes all Administrative Hearings pertaining to vehicle crashes that resulted in the death or serious injuries and further represents the state's interests upon subsequent petition(s) of drivers of such vehicles to have their driving privileges restored.

During the fiscal year, efforts of Field Operations members resulted in 594 investigations of automotive dealerships, inspection stations and reports of vehicle safety inspection rejections and 1,351 audits. Troopers were tasked with location and serving notice to 1,002 habitual offenders and locating and retrieval of 45 suspended or revoked registrations and/or driver licenses. Section members conducted 781 tests of applicants as automotive mechanics for certification as safety inspectors and examined 2,097 salvaged vehicles.

Troopers inspected 2,805 school buses and generated 46 administrative actions regarding driver licenses as they pertained to fatal and/or serious personal injury crashes.

number of troopers dedicated to the enforcement of federal laws and regulations governing the movement and examination of commercial vehicles that travel through the state involved in inter- and intrastate commerce as well as commercial driver qualifications and the enforcement of weight limits on roads and bridges.

The section also has two troopers assigned exclusively to the New Entrant Program which provides all the educational and technical assistance for new commercial motor carriers.

The combined efforts of the troop during the fiscal year produced 12,275 individual commercial vehicle inspections and the weighing of 110,664 commercial vehicles. Troopers attached to the New Entrant Program conducted 256 motor carrier company safety audits and other investigations.

During the fiscal year, 28,954 commercial vehicle violations were documented, of which 3,577 vehicle and 843 driver violations were such that they were subject to an out-of-service order.

The section also administers the application process of intrastate-exclusive, non-hazardous material-carrying commercial drivers who petition the Commissioner of Safety for a Waiver of Physical Deficiency which would otherwise preclude them from receiving a commercial driver license. During FY 2012, 101 such applications were processed.

As the primary criminal investigative resource for the Division of Motor Vehicles (DMV), the Special Services section of Troop G works closely with the Attorney General's Office Residency Task Force and the State Insurance Commission, investigating fraud related to illegal uses of DMV documents, such as driver licenses, vehicle registrations and automotive titles. Personnel work closely with the US Attorney's Office, Immigration and Customs Enforcement and with Diplomatic Security to assist in the identification of illegal/undocumented persons fraudulently seeking to procure DMV documents, and thereby contribute to the deportation of such persons. To that end, the Special Services section conducted 79 criminal investigations during the fiscal year.

### **Crisis Negotiation Unit**

The goal of the Crisis Negotiation Unit is to save lives and resolve critical incidents through the use of proven verbal crisis management techniques while striving to avoid unnecessary risk and injury to law enforcement personnel, citizens and victims.

The Crisis Negotiation Unit is used to diffuse potentially life-threatening situations. Members are located throughout the state to allow for a quick response to situations no matter where and when they occur.

The Crisis Negotiation Unit responded to 14 calls for service in Fiscal Year 2012. The nature of the calls ranged from suicidal and barricaded subjects to hostage situations. Unit personnel were involved in resolving a hostage situation in Gilsum with a homicide suspect, and a standoff with a violent, barricaded and possibly armed suspect in the Town of Richmond.

The majority of requests for service were the result of an activation of the Special Weapons and Tactics (SWAT) Unit, however, the Crisis Negotiation Unit receives calls independently and responded to five calls for service as the primary means of resolution during this fiscal year.

Also during the fiscal year, members attended scenario-based training and training on mental health as it pertains to offenders.

### **Drill Team**

The Drill Team celebrated its 25<sup>th</sup> Anniversary during Fiscal Year 2012. Originally begun as a military style rifle team, the unit has grown to cover ceremonial and honor guard duties.

The volunteer unit participated in 31 events including the N.H. Police Memorial, the autumn NASCAR race, a funeral for a Massachusetts state trooper, and a September 11 memorial service.

Several events were new to the team including the Portsmouth Military Parade, the Manchester Monarchs D.A.R.E. game and a meeting of the Governor's Council. Throughout these events, the unit performed in front of an estimated 150,000 people, the largest crowd being at the NASCAR race in Loudon.

In April of this year, the Drill Team assisted officers from New Hampshire and New England

in paying final respects to Chief Michael Maloney of the Greenland Police Department. The team also participated in the funeral services for two retired troopers, Lieutenant Larry Landry, who began his career after returning from World War II, and former Colonel George Iverson.

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

The Drug Abuse Resistance Education (D.A.R.E.) program has been in operation since 1989.

The Division of State Police is responsible for overseeing the program throughout the state and works with D.A.R.E. America to ensure the proper delivery of the program. State Police D.A.R.E. personnel are responsible for planning and conducting the training of new D.A.R.E. officers in the Northeast Region and maintaining the certifications of current New Hampshire D.A.R.E. officers.

There are approximately 128 D.A.R.E. Officers in New Hampshire. The program was presented in almost 100 schools and the K-4, elementary and middle school programs were delivered to nearly 10,000 students during FY 2012.

The New Hampshire Motor Speedway hosted the 21<sup>st</sup> Annual State Police D.A.R.E. Classic 5K Road Race in August. The event raised \$22,773.90 for the program.

In September, the Northeast Regional Training Team hosted the annual D.A.R.E. Officer Training school, training new D.A.R.E. officers from New Hampshire, Maine, Massachusetts, New York, Kansas, Rhode Island, New Jersey and Canada.

At the annual in-service trainings in March and June, D.A.R.E. officers were trained in the new "Keepin' it Real" Elementary Curriculum. The new "KiR" elementary and middle school curricula are both listed on the National Registry of Evidence-based Programs and Practices.

### **Drug Recognition Expert Unit**

The Division of State Police has been participating in the Drug Recognition Expert (DRE) program since 1991. Unit members are trained to detect drivers impaired by alcohol or drugs. This is accomplished by administering an evaluation of a

suspect that includes a breath or blood test, an interview of the arresting officer, a series of psychophysical tests, checks of vital signs, and a series of eye examinations including measuring pupil sizes under various conditions of light.

At the completion of the evaluation a DRE is able to offer an opinion on a category or categories of drugs which impair the suspect from safely driving a motor vehicle. This opinion is then confirmed by the toxicology results of a blood test.

During Fiscal Year 2012, the DRE Unit conducted 95 evaluations for prosecution. Some of the drug categories detected were central nervous system depressants, central nervous system stimulants, narcotic analgesics, and cannabis.

Also during the fiscal year, DRE instructors provided alcohol and drug training to recruits and in-service officers at the Police Standards and Training Academy. Instruction was also provided to several groups and organizations, including the Department of Transportation, the N.H. Highway Safety Agency, the N.H. Sheriffs Association (Court Security Officers), the Driving Towards Zero Coalition, N.H. State Prison Corrections Officers, Hesser College, New London-area police departments, the N.H. Police Cadet Academy, N.H. Hospice, N.H. Society for Physician's Assistants, Massachusetts School of Pharmacy, Elliot Hospice, N.H. Public Radio, Salter School of Nursing, and several N.H. hospitals.

### **Explosives Disposal Unit**

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

The Explosives Disposal Unit is available to support agencies in protection details when there have been threats involving the use of explosives. Explosives Disposal Unit troopers are trained to conduct post-blast investigations, provide technical support to investigators in the area

in court as expert witnesses.

The unit also maintain explosive storage magazines for the safe storage of explosives and explosive materials that are seized in criminal investigations, or are otherwise in the custody of public safety agencies.

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

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

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

There were 225 requests for service during this reporting period.

### **K-9 Unit**

K-9 teams, composed of a specially trained troopers and dogs, are assigned to all troops within the state. They are trained and certified to New England State Police Administrators' Compact (NESPAC) standards. The K-9 Unit continues to provide in-service training for canine teams from Epsom, Plymouth, Goffstown, Laconia, Londonderry, Manchester, Middleton, Pittsfield, and Plaistow. The unit also trains with and assists with certification of teams from Connecticut, Maine, Massachusetts and Rhode Island State Police.

During this reporting period, the K-9 Unit was involved in 857 missions, which included narcotic detection, tracking, evidence recovery, building searches, public relations demonstrations, cadaver

detection and crowd control.

Narcotics teams assisted several communities with school searches and assisted the Department of Corrections and Sheriff's Departments with correctional facility searches. They also assisted U.S. Postal Inspectors, the U.S. Drug Enforcement Agency, Immigration and Customs Enforcement, and local agencies with the detection of hidden compartments, cash and illicit drugs on the highways and in residences.

Narcotics teams were involved in 286 detection calls during the fiscal year resulting in the seizure of more than \$40,000 in illicit cash.

A Troop A team assisted the Narcotics and Investigations Unit and Manchester Police Department with a search warrant in Manchester. Two pounds of marijuana and \$15,000 in U.S. currency were seized.

A Troop A team initiated a traffic stop on Interstate 95 in Hampton. As a result of the investigation, the canine alerted on the vehicle. One ounce of crack cocaine was located hidden in the vehicle.

Several teams played an important role in the apprehension of subjects who fled from law enforcement and in the securing of evidence from burglaries and robberies.

A Troop B team assisted the Nashua Police Department in locating two suspects who fled from a serious assault at a night club. The canine team located the first suspect hiding in the woods. The second suspect was located hiding in a railroad yard. The canine also located the handgun used in the assault.

A Troop B Team tracked and located a suspect from an armed home invasion in Windham. The canine team tracked through woods and swamps before locating the suspect hiding on the roof of a shed in a residential area.

A Troop C team assisted the Charlestown Police Department in tracking a suspect from a residential burglary. The subject was located hiding in an apartment building three-quarter of a mile from the burglary scene. The suspect confessed to more than 100 burglaries in New Hampshire, Maine, Massachusetts and Vermont.

Patrol teams were also involved in searches for missing persons, including individuals with medi-

cal conditions such as Alzheimer's disease, elderly persons and suicidal individuals. Many searches involved hours of tracking in wooded areas.

A Troop A team assisted the Nottingham Police Department in locating two missing children last seen playing in the woods behind their residence. The canine tracked and located the children approximately two miles into the woods.

A Troop D team assisted the Concord Police Department with a missing 11-year-old disabled child. The child had walked away from the residence in the middle of the night. The canine team tracked and located the child hiding approximately one-half mile from his residence.

K-9 units also provided crowd control support for sporting and large events at the state's various colleges and during Motorcycle Week in June in Laconia.

### **Motorcycle Unit**

The Motorcycle Unit is a valuable asset to the Division as a high visibility, high impact traffic enforcement tool as well as a positive public relations tool.

Members of the Motorcycle Unit were utilized within their respective troop areas during the fiscal year. Three members were assigned to the Special Enforcement Unit to assist with aircraft speed enforcement details. They proved to be a strong asset to the Division in this capacity.

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

### **New Hampshire Hospital Security**

Members of the New Hampshire Hospital Security Unit provide police coverage to the Hugh Gallen State Office Complex, which includes the New Hampshire Hospital, enforces federal, state, and local laws, and internal policies and procedures.

Officers provide general and specialized services to customers by providing a safe and secure



environment that allows patients/residents, employees, volunteers, and visitors to deliver and receive quality services. The campus population on a typical business day ranges from 2,500-3,000 people.

The New Hampshire Hospital Security Unit coordinates with various non-profit and local organizations in planning on-campus events, focusing on traffic and crowd control. These events bring thousands of additional people to the campus.

Campus Officers responded to 8,541 calls for service during the fiscal year, which included 488 calls for assaults/attempted assaults, 114 threats, 191 Domestic Violence Order services, 130 sex offender registrations, 46 arrests, and 317 motor vehicle contacts.

### **Public Relations Unit**

The Public Relations Unit offers the citizens of New Hampshire presentations, lectures, seminars, informational campaigns and demonstrations presented by State Police personnel. Law enforcement topics of interest range from alcohol and drug abuse to canine demonstrations.

of the Public Relations Unit by committing the appropriate personnel with the most up-to-date information available for their presentations. In this fiscal year, 189 requests were fulfilled.

### **Special Enforcement Unit**

The Special Enforcement Unit enforces motor vehicle laws, with the goal of making the highways safer. This is accomplished through use of aircraft, marked and unmarked cruisers and motorcycles. The Special Enforcement Unit often uses its Bell helicopter to provide assistance in searches for missing and wanted persons, drug surveillance, Presidential and Vice-Presidential security, public relations events, observation of disaster damage, and aerial photography of traffic collisions and crime scenes.

During this fiscal year, the plane flew 189 traffic enforcement missions equating to 564 flight hours and resulting in 5,384 event numbers. Due to these efforts, some of the most aggressive drivers have been removed from New Hampshire's roadways.

On a morning traffic flight in July, a vehicle was observed operating erratically after reportedly striking another vehicle and then leaving the scene of the accident on Interstate 89 southbound in Grantham. The driver was subsequently stopped by troopers on the ground, directed by the helicopter, and arrested for conduct after an accident and driving under the influence of drugs.

On a morning traffic flight in October, a vehicle was observed traveling 127 mph on Interstate 93 in Bow; the driver was stopped and subsequently arrested for Reckless Driving.

On a morning traffic flight in April, a vehicle was observed traveling at 103 mph and weaving erratically on Interstate 89 in Hopkinton. The driver attempted to elude troopers on the ground, but continued to be followed by the plane until stopped and arrested for aggravated driving under the influence of drugs.

During this fiscal year, the helicopter proved to be a valuable tool in many search and rescue operations. In September, the helicopter was on a training flight when it was requested in Raymond to search for a driver who had fled from a traffic



stop. The helicopter arrived and was able to pin the suspect down under some bushes until a State Police K-9 unit arrived and arrested him.

In November, the helicopter was called out during the evening to search for three lost hikers who had been missing for approximately eight hours. After searching for more than two hours the pilot and tactical flight officer, using their night vision goggles, observed a faint light in the woods. The TFO was then able to utilize the FLIR thermal imaging camera to confirm that the light belonged to the three lost hikers. Ground personnel were directed to their location, where they were escorted out of the woods without injury.

### **Special Events Response Team (SERT)**

The Special Events Response Team (SERT) consists of 50 troopers extensively trained in riot control formations and Mobile Field Tactics. SERT members are routinely assigned to the N.H. Motor Speedway races and the Laconia Motorcycle Classic.

In the past the team was activated and assigned in the towns of Durham, Keene and Plymouth during sporting championship events involving the Boston Red Sox and the New England Patriots. The team is also utilized during searches for missing persons.

### **Special Weapons and Tactics (SWAT) Unit**

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

During the fiscal year, the SWAT Unit was activated five times to communities all over New Hampshire.

Unit members served high risk warrants for the Attorney General's Drug Task Force in Gilford and Franconia. In April, the unit responded to Greenland in the wake of a failed drug raid that resulted in several fatalities.

Also in April, the unit responded to Lancaster for an incident involving a feud between neighbors. A suspect and his wife committed suicide.

In May, the SWAT Unit responded to Mason for a subject who committed suicide after being contacted by local officers on a welfare check.

This period of time also included the beginning of the presidential election campaign. The SWAT Unit participated in several dignitary protection details to safeguard President Obama, Vice President Biden, First Lady Michelle Obama and Governor Mitt Romney.

### **State House Security**

The New Hampshire State Police State House Security Unit was founded in 1998 to provide high-level security to State House complex, including the State Capital building, Legislative Office Building, State House Annex, and State Library. In order to accomplish their mission, the members of the unit work with a variety of other agencies, including the State Police Executive Security Unit, General Court Protective Services, Concord Police and the U.S. Secret Service.

Unit members are required to maintain a politically neutral status while demonstrating a high level of law enforcement professionalism and fairness to all elected officials, visiting dignitaries, employees and citizens.

### **Technical Accident Reconstruction (TAR) Unit**

The Technical Accident Reconstruction Unit (TAR) consists of 14 members who have received specialized training in the field of motor vehicle collision investigation.

Unit members receive training in Motor Vehicle Reconstruction, Crash Data Retrieval, Forensic Mapping, Computer Aided Drawing and the Vericom Brake Testing Computer. Unit personnel respond throughout the state to assist, investigate and reconstruct motor vehicle collisions involving technical issues and/or unusual circumstances.

During the fiscal year, unit members conducted 76 investigations, a record number of case investigations for a one-year period. Of the total investigations, 38 resulted in various felony and misdemeanor arrests from negligent homicide to negligent driving and are pending litigation in Superior and District Courts throughout the state.

Unit members were also called upon to assist 41

with several police cruiser-involved crashes, of both local police and State Police vehicles.

In June, the unit received three new Total Stations devices, paid for by a generous grant from the New Hampshire Highway Safety Agency. A Total Station is an electronic instrument used to collect data, which is stored electronically and later downloaded for transfer and creation of a scaled scene drawing. The instrument allows for data points to be measured in three dimensions, thereby mapping roadways, evidence locations and contiguous terrain with a high degree of accuracy.

### **Investigative Services Bureau**

The Investigative Services Bureau directs and coordinates the Division's investigative operations through its specialized units: Major Crime, Narcotics and Investigations, Terrorism and Intelligence, and Polygraph.

The Bureau's diverse programs, modern equipment, training and technical expertise provide professional police investigative services to support federal, state, county and local law enforcement agencies, including the state Attorney General's office.

### **Major Crime Unit**

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

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

Unit members work cooperatively with prosecutors from the U.S. Attorney's Office, the N.H. Attorney General's Office, and the various county

attorneys' offices during their investigations, including arraignment, indictment and trial.

During the fiscal year, the Major Crime Unit conducted 116 investigations that included 22 homicides. Tragically, included in the homicide statistics is the line-of-duty death of Greenland Police Chief Michael Maloney. The homicides included two fatal police-involved-shootings during which the officers' actions were justified. Four of the homicides remain under investigation, including the investigation into the death of young Celina Cass from West Stewartstown. Her disappearance set off a massive search operation beginning in July 2011.

The Major Crime Unit conducted 18 other death investigations. These investigations included four deaths in the state prisons and several suspicious deaths that were later determined to be suicides or accidental deaths.

The Major Crime Unit prison liaison handled 23 fugitive from justice cases in the state prisons. The liaison investigated six escapes and processed 10 in-state arrest warrants. The prison liaison conducted 14 other investigations, including three drug investigations, four investigations concerning the delivery of contraband to inmates, one sexual assault, and one unarmed assault.

The Major Crime Unit assisted the New York State Police with an Amber Alert and the arrest of a suspect wanted for a triple homicide in that state. The Major Crime Unit was involved with several other high profile situations this past fiscal year, including a violent home invasion in Deerfield and a quadruple shooting in Mason. In April, the unit was called out to eight homicide scenes over a period of 19 days.

### **Narcotics and Investigations Unit**

The Narcotics and Investigations Unit investigates all drug and vice-related crimes. It also maintains a staff of undercover personnel and specialized equipment, including a state-of-the-art wire-tap facility.

The activities performed by the unit include undercover and controlled buys of illegal drugs including marijuana, cocaine, crack-cocaine, and heroin. Working in collaboration with other law

enforcement agencies, some members of the unit are assigned to task forces such as the N.H. Attorney General's Drug Task Force, FBI Safe Streets, and DEA High Density Drug Trafficking Area.

The unit investigated 101 cases during the fiscal year involving marijuana, cocaine, heroin, oxycodone and other prescription drugs. There continues to be an alarming increase in cases involving controlled prescription drugs, particularly oxycodone.

In January, the unit along with the Manchester Police Department concluded an investigation into a major crack cocaine distribution ring with ties to New York. An undercover trooper was able to infiltrate the organization and make purchases of crack cocaine which eventually led to the execution of search warrants and multiple arrests.

Approximately \$15,000 was seized along with several pounds of marijuana and a quantity of crack cocaine.

In June, the unit along with the Nashua Police Department, U.S. Postal Inspectors, and Immigration and Customs Enforcement conducted an undercover operation into the illegal trafficking of MDMA (Ecstasy) via China and several other foreign countries. This investigation resulted in the seizure of more than one kilogram of MDMA with a street value of approximately \$35,000.

More than two ounces of methamphetamine was seized during the execution of multiple search warrants. Three arrests have been made and a number of additional indictments are pending.

The Drug Diversion section is responsible for investigating all diverted prescription medication cases and crimes such as "doctor shopping" or passing fraudulent prescriptions. The Drug Diversion section investigated 31 cases. These investigations resulted in the arrest of 27 individuals.

The Marijuana Eradication Program involves members of the unit working in cooperation with local jurisdictions in an effort to eliminate the cultivation of marijuana. A total of 26 sites were located and 2,986 plants were identified and eradicated. These cases led to 21 arrests.

### **Polygraph Unit**

The State Police Polygraph Unit has provided

forensic polygraph services since 1970. The Polygraph Unit is composed of certified Forensic Polygraph Examiners. These examiners provide valuable support to local, county, state, and federal law enforcement agencies, as well as to the Department of Corrections, Office of the Attorney General and the various county attorneys' offices throughout the state. During the fiscal year, a total of 75 polygraph exam requests were received.

The polygraph examiners of the New Hampshire State Police are routinely tasked with applying their investigative training and experience, forensic polygraph skills, interviewing techniques, statement analysis, and body language interpretation to affirm or dispel suspicions of individuals suspected of being involved in criminal activities.

Combining these skills with the polygraph instrument as an investigative tool enables the examiners to identify and narrow relevant investigative issues, identify culpable individuals, obtain admissions and confessions, and uncover previously unknown information.

Some of the most common polygraph exams the State Police Polygraph Unit conducts include exams related to homicides, sexual assaults, child abuse, arson, drug investigations, burglaries, thefts, and other physical assaults.

The Polygraph Unit is also tasked with administering examinations as part of the law enforcement employment selection process for all New Hampshire state trooper candidates as well as applicants seeking employment with other state agencies.

The other agencies that utilize the State Police Polygraph Unit for pre-employment screening exams include the Office of the State Fire Marshal, the Fish and Game Department, the Liquor Commission Enforcement Bureau, Marine Patrol, and the Division of Homeland Security and Emergency Management.

The Polygraph Unit also conducts pre-employment exams for local law enforcement agencies upon request.

In April, the Polygraph Unit assisted the Cold Case Unit with a homicide investigation where the victim was shot twice while laying in his bed. In this case the Polygraph Unit was tasked with test-

ing two possible suspects. One suspect admitted to being present during the homicide, but not being the one who pulled the trigger.

This first suspect subsequently identified a specific person as the actual shooter. This suspected shooter was soon identified and located by Cold Case Unit personnel. Upon initial questioning by Cold Case Unit investigators, this person denied any involvement in the homicide and agreed to submit to a polygraph exam.

After completion of the exam this subject was deemed to have been non-deceptive when he denied shooting the victim. Next, the initial suspect was asked to submit to a polygraph exam.

This subject agreed and was found to be deceptive when denying that he had shot the victim. During a post-test interview with this suspect, the examiner ultimately obtained a full confession, including details of the disposal of the murder weapon.

### **Terrorism Intelligence Unit**

As part of the New Hampshire Information and Analysis Center, it is the responsibility of the New Hampshire State Police Intelligence Unit to collect and analyze intelligence information relating to criminal and terrorist activity and to coordinate the dissemination of this intelligence among state, federal, county and local law enforcement agencies, ensuring compliance with the guidelines set forth within 28CFR, Part 23 of the Code of Federal Regulations.

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

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

eGuardian and the Homeland Security Intelligence Network (HSIN).

At present, the Intelligence Unit provides critical terrorist/criminal updates and officer safety information to State Police and approximately 265 federal, county and local law enforcement agencies through an Internet based e-mail system.

In Fiscal Year 2012, the unit disseminated 943 intelligence and officer safety bulletins to the New Hampshire law enforcement community through this system. This is a 132 percent increase from FY 2011.

During the fiscal year, the unit reviewed approximately 4,526 pieces of information received from numerous law enforcement sources across the country. The unit also reviewed 3,592 New Hampshire Motor Vehicle foreign-national driver license applications. Once reviewed, this information is forwarded to Immigration and Customs Enforcement for further review.

The unit processed 1,075 intelligence and LENS reports dealing with individuals involved in criminal activity. The unit also processed 4,407 arrest reports by state police personnel. The Intelligence Unit reviewed 166 e-mail tips and leads sent to the Investigative Services Bureau via the State Police web portal related to criminal activity or wanted subjects and forwarded them to the appropriate jurisdictions for investigation.

One of the primary missions of the unit is responding to requests for information (RFIs) from local, state, county, and federal agencies. In FY 2012, the Intelligence unit responded to 6,783 RFIs. This is a 198 percent increase from FY 2011. The increase was largely due to the continuing development of the NHIAC.

In FY 2012, the unit continued its presence in the New Hampshire office of the FBI by assigning a trooper to its Joint Terrorism Task Force (JTTF).

The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity within the state. The Terrorism and Intelligence Unit continues to maintain contact with the United States Department of Homeland Security (DHS), through the Homeland Security Information Network (HSIN). This communications system delivers real-time interactive connectivity among state



and local partners and with the DHS Homeland Security Operations Center.

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

During this period, the unit continued to provide LINX User Training to local and county officers as well as Division members.

To date, 264 officers representing 75 agencies and 158 Division members have been trained and have access to the LINX system.

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

The unit continues to be an active participant of the New England State Police Administrative Compact (NESPAC) intelligence working group, and hosts bi-monthly law enforcement analyst working group meetings.

The Information and Analysis Center, of which the Terrorism Intelligence Unit is a component, takes extremely seriously both its statutory and its moral obligation to ensure that any criminal or terrorism intelligence information received is subjected to a stringent verification process before it is entered into a database, that there is a criminal predicate involved, and that the information is re-

evaluated periodically and deleted when it becomes stale or has been proven not to be useful.

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

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

### **Support Services Bureau**

The Support Services Bureau provides many of the behind-the-scene services necessary to keep the Division functioning.

The bureau comprises Auxiliary Troopers, Communications Maintenance, Criminal Records, Fleet Maintenance and Equipment Supply, Headquarters Communications, National Crime Information Center, Permits and Licensing, and Recruitment and Training units.

### **Auxiliary Troopers**

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

A number of retired troopers have joined the auxiliary force, bringing vast investigative experience, along with reduced costs, that has been utilized for conducting applicant background investigations and assisting the Major Crime Unit.

Auxiliary troopers also participated in paid details including Motorcycle Week in Laconia, race events at N.H. Motor Speedway, county fairs, and civic activities.

### **Communications Maintenance Unit**

The Communications Maintenance Unit is responsible for the installation, programming, and servicing of two-way voice and data communications equipment owned or operated by all Divisions within the Department of Safety and other agencies, including the Department of Resources and Economic Development, Fish and Game Department, and state and local public safety agencies. During the fiscal year, the unit logged 4,050 work orders for the installation or repair of mobile, portable or fixed communications equipment.

During FY 2012, personnel continued their involvement with large grant projects under the U.S. Department of Homeland Security (DHS) and the American Recovery and Reinvestment Act (ARRA). Funds provided under the DHS and ARRA programs supported the purchase and installation of IP-based microwave infrastructure equipment for the Public Safety Interoperability Communications (PSIC) project and the Broadband Technologies Opportunity Program (BTOP) initiative.

The installation and acceptance testing of these systems was overseen by Communications Maintenance personnel as arranged in a partnership arrangement with the N.H. Department of Resources and Economic Development, the N.H. Department of Transportation, the University of New Hampshire, N.H. Public Television, and the N.H. National Guard.

Personnel continued to provide installation, software upgrades, and unit level repair services to Project 54-equipped vehicles. Updated laptop computers and wireless air card systems have been installed into P-54 equipped State Police vehicles. These enhancements increase the trooper's direct access to cell carrier services in support of multiple in-vehicle devices such as bar code readers, driver license scanners, and on-board E-ticket printers. Installation of these devices is scheduled to continue through the remainder of 2012 with full completion expected by the summer of 2013.

### **Criminal Records Unit**

The Criminal Records Unit maintains the state's Criminal History Record Information

(CHRI) Repository, the Automated Fingerprint Identification System (AFIS), and the Uniform Crime Reporting (UCR) System.

*Central Repository* – During this reporting period, 167,976 CHRI requests, 100,305 court dockets, 4,327 annulments, and 47,833 criminal and applicant fingerprint cards of scans were processed by the Central Repository. Work continues on the functional and technical upgrade of the criminal history Central Repository to incorporate the J-ONE initiative, with a tentative completion in the spring of 2013.

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

*Uniform Crime Reporting* – During this reporting period, the Uniform Crime Reporting section continues to roll out "Beyond 20/20," a technological package designed to enable access to crime statistical data by New Hampshire law enforcement agencies and the public. Law enforcement can now access this statistical data online. Efforts are continuing to soon offer the same service for public access. UCR has also been very instrumental in training and assisting the Records Management System (RMS) vendor with incorporating National Incident-Based Reporting System (NIBRS) reporting by Division members for more complete statewide crime statistical reporting.

### **Fleet Maintenance and Equipment Supply**

Fleet Maintenance and Equipment Supply is responsible for the testing, bidding, procuring, issuing and maintaining marked and unmarked vehicles for the Division of State Police. Fleet Maintenance is responsible for the oversight of regular maintenance performed at the Department of Safety automotive garage, as well as any maintenance per-

formed at independent facilities. The unit is also responsible for procuring, issuing and maintaining an inventory of all Division uniforms and equipment.

The Division is currently implementing an E-ticketing program allowing for the ease of issuing traffic tickets, information processing, and documentation.

During the transitional phase, collaboration will occur with the Communications Maintenance Unit, the automotive garage and vendors to complete the new cruiser passenger compartment set-ups.

### **Headquarters Communications Unit**

The N.H. State Police Communications Center is currently located at the Department of Safety's Incident Planning and Operation Center (IPOC).

Communications personnel are responsible for dispatching all personnel assigned to Headquarters, Troop B, Troop D, Troop G, Marine Patrol, the Bureau of Liquor Enforcement, the Office of the State Fire Marshal, the Department of Resources and Economic Development (DRED), and the Fish and Game Department. The unit has also absorbed shifts of coverage for Troops A, C and E.

The unit is also the after-hours provider for other state agencies such as the Division of Homeland Security and Emergency Management, Attorney General's Office and the Medical Examiner's Office. It also operates the Emergency Alert System alerting systems for the Seabrook 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). With the implementation of the Computer Aided Dispatch (CAD), the center can provide an immediate print-out of all calls received by the Division.

### **National Crime Information Center (NCIC) Unit**

The National Crime Information Center (NCIC) Unit plays an integral role in the exchange of data between the law enforcement community and the FBI. The NCIC Unit focuses on officer safety, public safety, the protection of the agencies entering information, and the protection of the persons being entered.

Entries made include wanted persons, missing persons, stolen vehicles, stolen guns, protection orders, and records of sexual offenders and their whereabouts. Unit members provide quality control by reviewing every entry made into NCIC assuring that each meets the federal criteria in order to keep the state fully connected and compliant.

Nearly 27,000 records from New Hampshire remain active in the NCIC database and 29,520 records remain active in the in-state database. The State Police On-Line Telecommunications System (SPOTS) system provides information directly to more than 150 law enforcement agencies in New Hampshire.

During the fiscal year, unit personnel provided specialty instruction to various federal, state, county and local agencies to better inform dispatchers and police officers of the FBI updates and system changes. One change is the ability to input and access image files in NCIC.

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

Criminal warrants are currently being electronically sent from all ten Superior Courts to their respective sheriff's departments. The next phase of J-ONE will include the ability to electronically transmit disposition data from the court directly into the New Hampshire Criminal Records Unit, expediting the process of updating criminal records with minimal manual intervention.

### **Permits and Licensing Unit**

The Permits and Licensing Unit performs background checks on individuals applying for non-resident pistol permits, private investigators licenses, 47

security guard licenses, bail bondsman licenses and certificates of competency for non-permissible fireworks and for the use of explosives.

The Permits and Licensing Unit works with the Office of the State Fire Marshal to inspect non-permissible fireworks displays throughout the state.

The inspection of explosives and fireworks storage facilities throughout the state is directed through the Permits and Licensing Unit and performed by personnel from the Explosives Disposal Unit. During this reporting period, 8,608 individual permits and licenses were issued. Of those 6,935 were for non-resident licenses to carry concealed handguns.

In addition, 219 licenses for the sale, use, purchase, transport and storage of explosives and fireworks were issued.

The unit is also responsible for the licensing and auditing of all private investigator, security guard and bail recovery agencies throughout the state. During this period, 74 agency licenses were issued.

The State Police Gun Line is operated by the Permits and Licensing Unit. It received 36,622 calls from Federal Firearms Licensees (FFLs) during the fiscal year requesting background checks on New Hampshire residents purchasing handguns. In addition, the New Hampshire court system requested 612 background checks on pending motions for the return of seized firearms.

### **Recruitment and Training Unit**

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

Applicants successful in completing the oral boards are then considered for background investigations. The command staff reviews applicants who receive a favorable recommendation for employment after the background investigation. Only

days of testing, which consist of a polygraph examination, Director's interview, psychological examination, physical examination, and drug testing. Twenty-one probationary troopers were sworn into the ranks of the State Police during this fiscal year to fill vacant positions.

Newly enlisted troopers attend 14 weeks of training at the Police Standards & Training Academy. Upon graduation they are assigned a patrol responsibility under the supervision of a field training officer. Once released to solo status, the probationary trooper continues to work in a patrol function under supervision of the troop field training officer supervisor.

Close supervision and evaluation are critical during the initial phase of a trooper's career. The unit is closely involved in the career-long development of an employee through the Field Training Officer program and followups.

The Division offers an on-the-job training program approved by the U.S. Department of Veterans Affairs, meeting all state and federal requirements for the education and training of eligible military personnel, veterans and their dependents wishing to utilize their GI Bill Educational Benefits. The Recruitment and Training Unit screens all probationary troopers for potential enrollment into this program.

Another military-related initiative is a Veteran's Affairs program that ensures military-deployed troopers have a smooth pre-deployment exit and reintegration upon return. The program helps keep deployed troopers in contact with their State Police family.

The Recruitment and Training Unit is also responsible for ensuring that Division members are assigned appropriate training so that they may better serve the citizens of New Hampshire. Each Division member must attend at least eight hours of in-service training per year for continued certification as a police officer. They must also undergo semi-annual firearms qualification and use-of-force training. They also must pass a physical fitness exam every three years throughout their careers.

It is the responsibility of the unit to register troopers for classes at the Police Standards and Training Council or other available training venue.



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

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

### **Sex Offender Registry Unit**

The Sex Offender Registry Unit is responsible for maintaining the database of all registered sex offenders within the State of New Hampshire. Offenders are now required to register with their local police departments either quarterly or semi-annually; they must also register any change in their personal information within five business days. This includes temporary addresses, vehicles, telephone numbers and e-mail accounts. The information is sent to the Registry for daily updates. On a weekly basis the information from the database is updated to the State Police public website. This information includes an up-to-date warrants list and updated information on offenders against children (Meagan's Law), including the photographs of offenders available to the public. Offenders pay an annual \$50 registration fee. If an offender is indigent, he or she may request a hearing through the Bureau of Hearings, which is attended by State Police personnel.

In addition to the registration requirements, the Division is also responsible for verifying the address of every sexual offender twice a year. This is done by certified mailings and in-person compliance checks by troopers.

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

The Sex Offender Registry continues to grow

as new offenders are released from prison or move into the state. At the end of the fiscal year, there was a total of 5,099 offenders (an increase of 237 from July 2011), with a total of 2,465 actively registering throughout New Hampshire, and a total of 2,197 on the Meagan's Law list.

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

### **Executive Security Unit**

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

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

### **Forensic Laboratory**

The State Police Forensic Laboratory is the sole provider of traditional forensic laboratory services in New Hampshire.

The Forensic Laboratory receives and analyzes evidence from more than 200 city and town police departments, several state law enforcement agencies including the State Police, 10 county sheriff departments, numerous city and town fire departments, and, on occasion, federal law enforcement agencies conducting criminal investigations in the state.

The Forensic Laboratory is nationally accredited by the Association of Crime Laboratory Directors – Laboratory Accreditation Board (ASCLD/LAB). The Forensic Laboratory is composed of two main laboratory facilities – the Criminalistics Group and the Toxicology Group. Technical services currently offered by the Criminalistics Group include firearms/toolmarks, latent impressions (finger/palmprints, footwear and tire track), serology,

**FY 2012 Case Submissions Requiring:**

	<b>Totals</b>
Drug Analysis	6,774
Serology	544
DNA	388
Fingerprints, Footware, Tire tracks	695
Firearms & Toolmarks	182
Trace	85
Miscellaneous Requests	72
Computer Analysis	87
CODIS Analysis	1,043
Blood Alcohol Analysis	1,738
Blood Drug Analysis	1,045
Breath Alcohol Analyzers	443
Urine Analysis	5,535

DNA, digital evidence, trace, and controlled substances examinations.

Technical services currently offered by the Toxicology Group include blood and breath alcohol testing as well as the analysis of controlled substances in urine, blood and other biological samples.

Staffing includes 45 criminalists, administration and support staff that has enabled the Forensic Laboratory to become a state-of-the-art facility with highly trained and experienced specialists in each discipline.

During FY 2012, the Forensic Laboratory continued to prepare for the transition to International Standards rganization-based standards during the next laboratory inspection, which is scheduled to take place in 2014. Legislation was passed in 2012 that will expand the impaired driving statute and require additional resources to be used for validating new methods of analysis.

Throughout these projects, the Forensic Laboratory staff continues its central mission of processing cases in order to meet court and other investigative deadlines. An increase in case activity continues to be linked to the economic climate.

**Professional Standards Unit**

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

In this fiscal year, 119 complaints were filed, which includes sworn and civilian support staff members of State Police, New Hampshire Hospital Security, and Marine Patrol. Of these, 56 were generated by civilians and 63 were generated by the Division itself.

Approximately 57 percent of Division-generated complaints are due to at-fault cruiser accidents or other equipment damage.

Colonel Robert L. Quinn served as Director of the Division of State Police during the 2012 Fiscal Year.

## DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

The Division of Homeland Security and Emergency Management (HSEM) is responsible for coordinating New Hampshire's response to major natural or human-caused disasters.

For natural disasters, such as hurricanes, floods or severe winter storms, it has the primary responsibility for leading that response. For emergencies involving public health or law enforcement incidents, it takes a supporting role.

The HSEM staff forms the core of the state's emergency response organization and operates the State Emergency Operations Center (SEOC). During major disasters, the SEOC is augmented with liaisons from a variety of state, federal and private sector agencies.

During FY 2012 the state received Presidential Disaster Declarations for Tropical Storm Irene, in August 2011, and for flooding in Cheshire County communities triggered by heavy rain in June 2012.

Tropical Storm Irene had been downgraded from a hurricane by the time it moved into northern New England on Aug. 24. While it still packed damaging winds, the most serious damage from the storm resulted from more than nine inches of rain that it brought, primarily to the White Mountains region.

That rain caused serious flooding on rivers and streams in Belknap, Carroll, Grafton, Merrimack, Strafford and Sullivan counties. The flooding caused nearly \$14.7 million in damage to public infrastructure and emergency response costs. In addition, 304 individuals and families received federal, state and charitable assistance in cleaning up and restoring flooded homes.

That figure does not include extensive damage to roads and bridges in and around the White Mountains National Forest.

The second Presidential Disaster Declaration came for flooding in Cheshire County on May 29. The entire state received a significant amount of

### 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.*

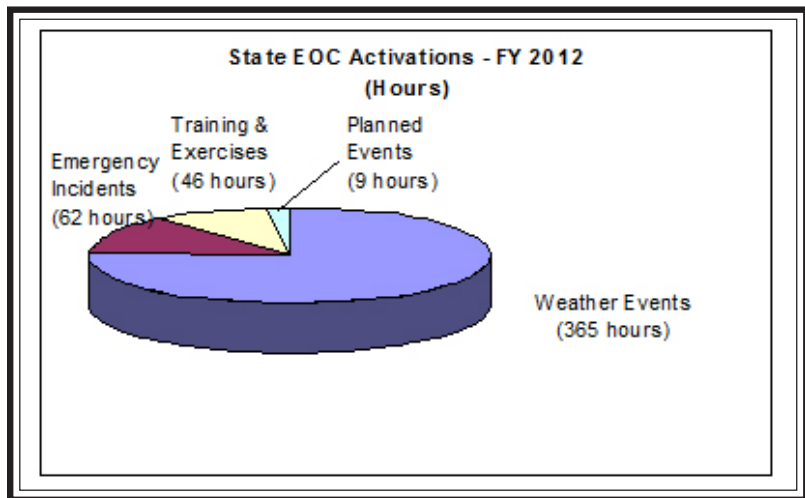
rain, but eight communities received more than six inches during a short period of time, causing significant damage to roads and other infrastructure. 51

Damage was estimated at \$3 million and restoration work was still underway at the end of the fiscal year.

The SEOC may be activated at any of four levels appropriate to an incident. Level 1 is normal business. The HSEM Operations Section is in charge of incidents that occur during a workday while the agency duty officer takes over after business hours. Level 2 places several Division staff in the SEOC to monitor a potential incident. Level 3 brings in additional HSEM staff and liaisons from other appropriate agencies. Level 4 is a full-scale activation for a major incident.

The SEOC was activated 10 times for incidents at Level 2 or higher during FY 2012. These included major snowstorms on Halloween weekend and March 1, 2012; monitoring and assistance during a drug raid gone bad in Greenland on April 13, 2012, that resulted in a number of casualties; and a major fire at the Portsmouth Naval Shipyard on May 22, 2012.

The SEOC was also operational for the 2012 Ingestion Pathway Exercise sequence for the Seabrook Station Nuclear Power Plant and the 2012 National Level Exercise, involving a cyber attack scenario.



HSEM is organized into sections based on function: Administration, Operations, Planning, Technological Hazards, Field Services, and Communications.

Administration includes the Director and Assistant Director, financial administrators, and the Public Information Officer. It provides for overall agency leadership and direction. By statute, the Director of Homeland Security and Emergency Management reports to both the Governor and the Commissioner of Safety.

The *Operations Section* manages the State Emergency Center and internal agency functions.

The *Planning Section* administers federal grant programs and documents disaster assistance re-

quests to the Federal Emergency Management Agency.

The *Technological Hazards Section* is primarily responsible for maintaining the Radiological Emergency Response Plans for the Seabrook Station and Vermont Yankee nuclear power plants.

The *Field Services Section* is made up of field representatives who are assigned to each of the state's 234 cities and towns to assist in the development of local emergency plans and grant applications. Field representatives act as liaisons between the towns they represent and the state.

The *Communications Section* operates the SEOC's communications room, which includes a variety of radio and telephone communication systems to maintain contact with state and local public safety agencies and entities such as the National Weather Service and the nuclear power plants.

SEOC communications facilities also include positions for amateur radio operators, who play a significant role in emergency operations. Amateur radio operations, via the Amateur Radio Emergency Service (ARES), provide technical skills, equipment and designated radio frequencies.

The agency's newest project, the N.H. Information and Analysis Center (NHIAC) began operation in August 2010 at the state Incident Planning and Operations Center. (See page 9.)

HSEM was established in 1951 as the state's Office of Civil Defense. During the Cold War, its primary function was to plan to protect the state's civil population in the event of a nuclear attack by the Soviet Union. Fortunately, that attack never came, and the agency's focus changed over time



## **EOC Activations by Classification FY 2012**

### **Weather Events (365 hours)**

July Heatwave, July 19-25, 2011 (10)

Halloween Snowstorm, Oct. 30-Nov. 5, 2011 (128)

March Snowstorm, March 1, 2012 (9)

Tropical Storm Irene, Aug. 26-Sept. 3, 2011 (188)

Cheshire County Flooding, May 30-31, 2011 (30)

### **Emergency Incidents (62 hours)**

Vermont Yankee Inadvertant Siren Activation, Oct. 26, 2011 (3)

Mid-Atlantic Earthquake, Aug. 23, 2011 (4)

29 Hazen Drive Winter Building Damage, Jan. 16, 2012 (4)

Greenland Drug Raid Shootings, April 13, 2012 (12)

Submarine Fire, May 23, 2012 (20)

Seabrook Station Unusual Event, June 13, 2011 (3)

### **Training & Exercises (46)**

Seabrook Station Exercise #1, Jan. 24-25, 2012 (12)

Seabrook Station Exercise #2, March 13-14, 2012 (12)

Seabrook Graded Exercise, April 17-18, 2012 (12)

Seabrook State Transportation Staging Area Demonstration, May 5, 2012 (2)

National Level Exercise 2012, June 6, 2012 (8)

### **Planned Events (9)**

July NASCAR Race, July 17, 2011 (9)

to planning for natural and home-grown manmade disasters.

In 1982, the agency became the Governor's Office of Emergency Management, and it was tasked with development of emergency plans for the Seabrook Station nuclear power plant, which was then under construction.

When Seabrook came online in 1990, the agency continued to develop those emergency plans to keep up with a growing population in the Seacoast and to conduct regular graded exercises for Seabrook and Vermont Yankee.

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

Christopher M. Pope served as Director of the Division of Homeland Security and Emergency Management during Fiscal Year 2012.

# DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS

The Division of Emergency Services and Communications consists of the Bureau of Emergency Communications which operates the state's Enhanced 911 emergency system; the Bureau of Telecommunications, which provides the state's telephone system; and the Bureau of Communications Maintenance.

The Bureau of Emergency Communications provides instant access to police, fire and emergency medical assistance from any wired or cellular telephone in the state.

The New Hampshire E-911 system provides a nationally accredited, state-of-the-art service to residents and visitors to the state. It continues to have one of the lowest telephone surcharges in the country; currently at 57 cents per month per telephone line.

During FY 2012, the Division worked on a number of projects to improve service. These included:

- Emergency Medical software upgrades for E-911 Emergency Medical Dispatchers and State of New Hampshire remote dispatch agencies.
- Data Operations statewide multi-tenant structure data collection.
- NH VIEWW inter-agency shared GIS system.
- Multi-Agency design and implementation of state-of-the-art VoIP telephone system.

## Administrative Support Section

### Administration Unit

The unit provides necessary administrative support that is necessary to assist all areas within the Division. The staff answers administrative telephone lines and directs telephone calls to the appropriate destination. Because the facility is secured, administrative staff are responsible for physically directing the public within the building.

The unit is responsible for the following functions:

**Ordering** – Ordering supplies such as

## 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.*

consumables, computers, software, furniture and other items the Division may need to conduct business. The ordering process includes acquiring quotes and finding vendors.

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

**Inventory** – The staff tags items that require inventory stickers and keep track of the location of these items. They remove items from the tracking database when equipment is surplus. A report is sent quarterly to the Department of Information Technology on all data processing equip- 55

ment.

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

**Expenditures** - Track expenditures for the Division including Emergency Communications, Statewide Telecommunications and Communications Maintenance.

**Payments** – Enter payments into the Lawson system.

**Electronic Timesheets** – Staff are participating in training for the electronic timesheet process.

**Budget** – Prepare dedicated funds reports, Form 1 definition and Form 2 Analytical Statement. Track the Division’s expenditure history and project necessary funding for the upcoming biennial budget.

### **Public Information Unit**

The Public Information/Education section continues to coordinate the integration of Emergency Interpreter Referral Service (EIRS).

In FY 2012, E-911 received 28 requests for interpreters. In order to provide the best possible service for the deaf and hard of hearing, we continue to keep an open dialogue and communicate with our stakeholders in the hearing impaired community.

In June 2012, a survey was sent to all interpreters listed with the N.H. Registry of Interpreters for the Deaf (NHRID). The intent of the survey was to improve participation in the EIRS program. The results were compiled and distributed to E-911 supervisors. Communication and response time have improved as a result.

Enhancements are continually being made to the Division’s web site reflecting changes that have 56 occurred in FY 2011. The web site provides an

overview of New Hampshire’s E-911 system, which includes up-to-date Enhanced 911 Commission meeting minutes, personnel listings, town and city mapping progress status, public information bulletins and public education events.

Public education in its strictest sense encompasses all levels of schooling from kindergarten students to college students who have an interest in public safety as a profession. School presentations continued throughout FY 2012.

In an effort to keep the E-911 message to schools up to date with telephony technology, a new educational program was purchased to replace the outdated ‘Red E. Fox’ program. ‘911: Getting Help is Easy’ teaches a young child about calling 911 for emergencies and addresses different types of telephone technology. A statewide distribution of the new program is slated for FY 2013.

In the past fiscal year, Division staff has provided 911 presentations and tours of the 911 call centers to a variety of civic and professional organizations. In addition, newly elected state legislators, facilities engineers, senior citizens and foreign speaking groups have been instructed in public education classes.

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

### **Operations Section**

#### **Operations Unit**

The Division’s Operations Section employs 62 Emergency Medical Dispatchers, Assistant Supervisors and Supervisor. The Assistant Supervisor and Supervisor positions are evenly split between the two Public Safety Answering Points (PSAPs), Concord and Laconia.

During FY 2012, the Division handled 413,581 emergency calls. The percentage of cellular and VoIP calls versus traditional landline calls is on a



steady increase and the Division's policies regarding handling of these calls have evolved to reflect that. The daily call count frequently hits 1,200 – 1,500 calls per 24-hour period.

The Duty Supervisors assisted in 860 police requests to contact judges for emergency orders. The total for judge requests remains steady and within reasonable expectations compared to last year.

There were 47 hospital diversions also completed, an increase of 14 compared to last fiscal year. The breakdown is as follows:

- Exeter-24
- Wentworth Douglas-11
- Portsmouth Regional-1
- St. Joseph's-6
- Elliot-3
- Parkland-2

Hospital diversions have continued to increase. A diversion means we notify area responding agencies that a hospital's emergency room has reached capacity and is temporarily diverting calls to other hospitals.

More calls are being received for out-of-state emergencies which totaled research for out-of-state emergency dispatch centers on 286 calls. Recording requests are on the rise and now require additional supervisors assigned to meet the growing demands; this fiscal year saw approximately 500 requests for recordings.

Various weather-related situations have been tracked for call volume and weather related calls such as Hurricane Irene and the October snow storm, as well as tracking elderly fall calls for the Falls Task Force of the Division of Public Health Services. Heat-related emergencies were also tracked during August of 2011 due to the extreme weather this past summer.

The Division obtained national reaccreditation as a Center of Excellence in Emergency Medical Dispatch in March 2011. The accreditation is valid from 2011 through 2014. The updated version of Medical Priority Dispatch System (MPDS), version 12.2 is slated to be installed this year.

### **Training Unit**

The Division instructed and coordinated two

new hire training classes during this fiscal year. Each class consisted of four to eight new employees and each session was 15 weeks in length. The Training Unit also coordinated and instructed a Communications Training Officer class through the Association of Public Safety Communications Officials (APCO); the class was 40 hours and was taught by four Division staff and employees of local and regional dispatch agencies.

The unit offered 24 opportunities for continuing education hours, averaging three to four classes per month, as well as 15 opportunities for refresher training, totaling 117 hours.

The unit is responsible for coordinating and training all Public Safety Answering Point personnel in the following: Updated versions of the Medical Priority Dispatch System (MPDS), ALI Trakker (mapping program), Computer Aided Dispatch (CAD) and all APCO certified programs (Telecommunications Specialist I and Communications Training Officer).

The unit participated in the N.H. Emergency Dispatch Association conference in April of 2012, holding three classes with 20-40 dispatchers in attendance for each. The Training Unit has active members in NHEDA and sends a Bureau representative every month to NHEDA meetings in an effort to keep communication lines open with local and county agencies.

The unit went out to three dispatch agencies and held training classes on Computer Aided Dispatch (CAD), ALI Trakker and an overview of New Hampshire E-911.

The Training Unit also offers training opportunities in CPR, First Aid, use of Automated External Defibrillators and two different 40-hour APCO courses for New Hampshire's local, regional and county dispatch agencies.

### **Data Operations Support Section**

The Data Operations Support Section is composed of three different units dedicated primarily to the maintenance of the E-911 Telephone ALI (Automatic Location Information) Database and the E-911 Geographic Information System (GIS) Database.

These two databases are mission-critical to the 57

operation of E-911, especially the location of cellular calls, are essential for the migration to Next Generation 911 and are the basis of the statewide Emergency Notification System. These units, Mapping, Database, and Community Relations, have separate dedicated tasks but most workflows require daily interactions between these units.

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

The E-911 GIS database currently contains more than 370,000 locations of addressable attributes such as houses, businesses, hospitals, police stations, fire stations, campgrounds, etc. In the past year, the Data Operations Support Section has added over 40,000 points to the database bringing the total number of fully collected cities, towns and unincorporated areas up to 204.

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

The *Database Unit* maintains the Automated Location Information database, working to increase the accuracy of phone subscriber listings, their locations and the associated table of Emergency Service Numbers (ESN) that directs emergency calls to the appropriate police, fire and EMS dispatch agencies.

The unit compares telephone subscriber records against a Master Street Address Guide (MSAG) that is constantly checked for internal consistency and compares data to correct discrepancies.

Maintenance of the ALI Database requires processing and quality checking Service Order activity from more than 20 different local telecommunications providers in New Hampshire. In the past year, the Database Unit processed more than 5,000 service order files, for a total of more than 400,000 individual transactions.

The *Community Relations Unit* is responsible

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

Data Operations has instituted a new project of collecting highly detailed information for all multi-tenant structures in the state. Next Generation 911 national standards dictate that there is one GIS site feature for each address, including any “sub-address” which includes designations such as unit, apartment and suite.

This data will be used to validate address records for any device with the capability to dial 911, and also used to provide a more complete picture of where an emergency is occurring and how to most efficiently respond to that emergency.

### **Technical Support Section**

The Division’s Technical Support Section consists of an IT Manager and five Technical Support Specialists.

FY 2012 continues the challenging pace of FY 2011 in maintaining and keeping up with the ever expanding role of the Technical Support Section (TSS).

The primary function of the TSSection is to maintain and support the Enhanced 911 call center and the 71 remote ANI/ALI workstations deployed over the frame relay wide area networks which connect to all dispatch agencies in the state.

The TSS 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 Enhanced 911 system information such as Emergency Service Numbers (ESN)

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

#### **Collaborative GIS Platform**

Increasing need for real-time on demand data

and expanding reliance on accurate geographic data points illustrated the need for an inter-agency shared GIS system. The Technical Support Section (TSS) delivered a high-availability server framework to the Special Projects Section that was front-ended with the ESRI ArcGIS software suite.

This system was used by the Office of Economic Stimulus to accurately reflect and track the expenditures of Federal Recovery/Stimulus Act funds.

Numerous agencies are eager to leverage the power of this exciting new initiative. Once rolled out, this project, the New Hampshire Visual Information and Emergency Watch Web, will provide a significant step forward in Geographic Information Systems availability to government at all levels and our citizens.

#### Emergency Medical Software Upgrade

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

#### System Virtualization

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

The Division continues to see increased benefits from this conversion including but not limited to additional survivability, performance increases, consolidated management, reduced power consumption, and an extended equipment use cycle.

#### VoIP System Deployment

The state-of-the-art Cisco Voice over Internet Protocol phone system which was deployed in the Incident Planning and Operations Center has become the new model for the state as it upgrades its telephone system from its legacy copper wire Centrex system.

The Technical Support Section has been tasked

with the design and implementation of this migration based upon our working knowledge and experience administering the Cisco IP phone infrastructure, which includes high-availability servers for calls, voicemail, and call center applications. The Department has brought nine agencies online, bringing with it a total of 1,000 users that we now support.

#### Special Projects & NH VIEWW Section

The Special Projects & NH VIEWW Section collects geographic data throughout the state to support the delivery of emergency services at the regional and local levels. The unit maintains and updates electronic mapping data layers that are integrated in the location identification software utilized in the two PSAPs in Concord and Laconia.

The data are used by the Emergency Medical Dispatchers to accurately location wireless E-911 calls for processing to the local public safety dispatch centers. The unit maintains an inventory of comprehensive maps for the PSAPs. These include highway reference maps, high incident areas such as Lake Winnepesaukee and popular recreation areas in the White Mountain National Forest, and snowmobile maps.

The unit maintains location verification for each registered cellular telephone tower in New Hampshire. Verification and maintenance of this information is critical to the accurate location identification of a Phase I cellular E-911 call. This is an ongoing task as new cellular towers are installed throughout the state.

Revisions to previously created comprehensive maps for large dispatch and regional response areas continue to be developed and expanded.

These regional maps include information such as hiking trails, recreation areas, and emergency helicopter landing areas, in addition to the standard road networks and transportation features.

These comprehensive maps assist Emergency Medical Dispatchers in locating callers using E-911, as well as the local dispatch and response agencies in directing appropriate resources to the scenes of incidents. They have also proven to be a valuable resource for emergency planning and preparation activities.

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

The unit works with the N.H. Bureau of Trails to map snowmobile trails, including all groomed snowmobile trails in Coös, Grafton and Carroll counties, totaling more than 2,200 miles.

Trail junctions and other important locations such as 24-hour accessible wired phones, emergency helicopter landing zones, and landmarks continue to be addressed according to E-911 addressing standards and are added to the geographic database.

The use of all-terrain vehicles (ATVs) on snowmobile trails is increasing. The unit is working with stakeholders to utilize existing snowmobile mapping standards and trail names to ensure that a trail used in the winter for snowmobiling has the same name as an ATV trail in the summer to reduce confusion among first responders.

The unit is planning to continue this work with the N.H. Bureau of Trails and local agencies in Grafton, Carroll and Belknap counties during the coming fiscal year.

The Special Projects Unit utilizes current emergency response data and location information to assist the Division of Homeland Security and Emergency Management in revising its radiological emergency response plan maps.

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

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

The unit continues to develop New Hampshire Visual Information and Emergency Watch Web, a web based interactive mapping interface.

NH VIEWW leverages substantial geographic data collected and maintained by the Division to

answer the question “Where?” It contains the foundations for reporting and notification to identified public safety groups for increased situational awareness.

The system incorporates tools for public safety officials to use for planning and response purposes.

NH VIEWW has also provided a platform for two large state agencies, Department of Safety and the Department of Transportation, to collaborate and create a road closure database and graphical user interface to enable the accurate collection and efficient entry of road closure information; a critical need during statewide emergencies.

Initial training on the application has been conducted, and the unit is working with NHDOT on an implementation schedule. The Department of Health and Human Services has joined the NHVIEWW platform, and is using services from this system to provide geographic support for their public health analytical and reporting systems.

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

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

In 2011, the New Hampshire Department of Safety, Division of Emergency Services was a plenary session presenter at the ESRI Federal User conference to share our vision and design of the NHVIEWW platform.

Bruce G. Cheney, ENP, served as Director of the Division of Emergency Services and Communication during FY 2012.

# DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

The Division of Fire Standards & Training and Emergency Medical Services is dedicated to ensuring cutting-edge training to more than 8,000 municipal, volunteer, and on-call fire and EMS responders statewide.

The Division is continuously improving its comprehensive statewide EMS system to ensure the highest level of out-of-hospital emergency medical care possible to all within the State of New Hampshire, which translates to lives saved.

Fiscal Year 2012 was a tremendous year for the Division of Fire Standards & Training and Emergency Medical Services, filled with many challenges and accomplishments that kept the hardworking staff extremely busy, which is clearly depicted throughout this report.

The Division operates the Richard M. Flynn Fire Academy and training programs that offer instruction in a multitude of fire, rescue and emergency medical service disciplines. Overall activity at the Academy is up 27 percent to an all-time high of 29,874 attendees.

Although the budget for Fiscal Year 2012 was \$6,155,841, the Division is not funded through the General Fund or other state tax revenues. The Division is funded through a fee charged to insurance companies for motor vehicle records that makes up a dedicated Fire and EMS Fund.

Not only does this dedicated fund support this Division, but it also funds the Division of Fire Safety (Fire Marshal's Office) and 11 percent of the budget of the Division of Homeland Security and Emergency Management.

Fire training programs conducted by the Division carry a fee to the user. The certification programs are subsidized, with the Division charging "actual expenses incurred," less 65 percent for students affiliated with New Hampshire fire departments.

The revenue generated by this fee structure for Fiscal Year 2012 was up 28 percent, to \$771,042, which includes tuition, fees for services, licensing

## **Mission Statement:**

*The Division of Fire Standards & Training and Emergency Medical Services primary mission is to increase the capability of the entire New Hampshire Fire and Emergency Medical Services through training, education, and best practices.*

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

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

of for-profit emergency medical service providers, and sales of training manuals.

The Division is divided into three major functional groups. Although these three bureaus are linked together by their outstanding service to the citizens of this state, each has a separate and distinct role in keeping New Hampshire citizens and emergency providers safe.

## **Bureau of Training and Certification**

This bureau oversees all New Hampshire fire and rescue certification and training programs, both on site and in the field. Participation in training programs is at an all time high:

- Students Enrolled – 17,194 (up 9 percent)
- Courses Offered – 543 (up 14 percent)
- Certifications Achieved- 7,388

This training was provided in all 10 counties, with 31 percent offered at the Division's campus and 69 percent conducted in the field.

### **Bureau of Emergency Medical Services**

This bureau is responsible for managing the training, testing, and licensing of EMS providers, units, instructors, training agencies, EMS dispatchers, and EMS vehicles, including wheel chair vans. Bureau activity continues to be on the increase.

- Licensing of 4,804 EMS Providers
  - 208 First Responders
  - 2,377 EMT-Basics
  - 1,397 EMT-Intermediates
  - 840 Paramedics
- Licensing of 291 EMS Services
- Licensing of 494 EMS Vehicles

### **Bureau of Facilities & Support**

This bureau oversees all of the logistical services required to fulfill our mission including clerical, equipment purchasing and maintenance, reception, facility maintenance & reservations, payroll oversight and transcript maintenance.

The Bureau also covers heavy vehicle maintenance for the entire Department of Safety. In addition, the Division recently created a Fire Academy Bookstore to promote our services; the idea for the store came from customer feedback from state fire and EMS providers.

### **Trauma and EMS Information System**

As with any medical profession, recordkeeping is a vital part of quality patient care. New Hampshire Emergency Medical Services has a statewide electronic patient care record system called TEMSIS (Trauma and EMS Information System). This system is a secure, web based, mandatory electronic reporting system provided free of charge to every licensed EMS service in New Hampshire.

The information entered in the system is available to the EMS services, hospitals, and state and national EMS stakeholders with appropriate legal protection for personal health information.

In 2011, there were 295 New Hampshire EMS services with more than 4,500 EMS providers who entered approximately 195,000 EMS incident

records for the year. As of June 30, 2012, there was a total of 921,939 records in the system.

### **N.H. Trauma System**

The Bureau of EMS manages the N.H. Trauma System. Hospitals, ambulance services, and first responder groups throughout the state work alongside the system's leadership - the Trauma Medical Review Committee and the N.H. Bureau of Emergency Medical Services (NHBEMS) - to meet and exceed standards set forth for trauma care. Hospitals were asked to participate in a voluntary assessment of their administrative and clinical capabilities in trauma care by the system leadership.

New Hampshire currently awards four levels of hospital assignment within the trauma system (Level I, Level II, Level III and Level IV) to those actively participating in the system. Members of the Trauma Medical Review Committee and the NHBEMS work together, along with participating hospitals, to continuously improve the delivery of care to seriously injured persons in New Hampshire.

This program continues to be successful as there are 13 hospitals with current Trauma Level designations, which includes 1 Level I designations, 1- Level II designation, 9- Level III designations, and 1- Level IV designation. The committee continues to work with many other hospitals that are in various stages of the process.

### **N.H. Patient Care Protocols**

All New Hampshire EMS providers work under a statewide protocol system which provides them medical direction and is overseen by the Bureau of EMS.

These protocols are a "living document" developed and drafted by the Protocol Committee of the New Hampshire Emergency Medical Services Medical Control Board.

Keeping these protocols up-to-date and relevant takes continuous time and effort. At the option of the Bureau of EMS and the Medical Control Board, the protocols can be edited and updated at any time. However, they are formally reviewed, edited, and released every two years. The next edition is scheduled to be released in 2013.

## **Automated External Defibrillation Project (AED)**

One of the Bureau of Emergency Medical Services most successful projects is the AED project. AED devices are known to significantly improve the chance of survival in a patient experiencing cardiac arrest. Therefore, one of the many NHBEMS goals is to increase accessibility to AEDs in all sections of the state.

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

The N.H. AED Registry is a database of AED's located in fixed locations throughout the state, and is a collaborative effort between an AED purchaser and NHBEMS created to record AEDs located in New Hampshire.

The "AED Registry" assists NHBEMS in contacting AED owners in the event of device recalls or providing updated AED-related information. NHBEMS provides the N.H. Bureau of Emergency Communications (N.H. E-911) with the AED location information for inclusion in their call screen database.

When a 911 telecommunicator receives an emergency call from the assigned phone number, this screen will prompt them to tell the caller about the location of the AED if the emergency is a potential cardiac arrest. There are currently more than 2,700 AEDs registered and located throughout the state.

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

The Bureau also teamed up with the New Hampshire Affiliate of the American Heart Association to develop a "HeartSafe Communities" designation program for local communities. The intent is to promote and recognize the availability of accessible AED's statewide. To date there are 19 "HeartSafe Communities" in the state.

## **Training Grant Needs Assessment and Grant Funding**

Over the past 12 months, the Division did extensive fact finding pursuant to a training needs and emergency preparedness assessment. Staff attended no fewer than 40 mutual aid and other association meetings to solicit feedback from the State's first responder community.

In addition to these efforts, the Academy has teamed up with the N.H. Association of Fire Chiefs, the Professional Firefighters of New Hampshire, the State Fireman's Association and the N.H. Hazmat Collaborative to conduct further fact finding.

The team reviewed in-depth studies such as the grant funded Tetra Tech Hazmat Study and New Hampshire's Infrastructure Report Card (2011) as part of their decision process.

After this fact-finding mission, it was extremely clear that the State needs to improve its preparedness in the area of technical rescue and hazardous materials.

The team of stakeholders met and developed a detailed plan to address these training needs. In an effort to address these needs, the Division secured \$4.4 million dollars through the Homeland Security Grant Program specifically for "boots on the ground" training.

This "one time" money will give the New Hampshire first responder community an outstanding opportunity to raise the training and preparedness levels of full-time, call and volunteer first responders while keeping the training cost neutral to participating communities.

Training programs offered under the Homeland Security Grant Program will include a host of technical rescue courses, including rescue skills, Rescue Systems I & II, technical trench rescue, technical rope rescue operations, technical confined space rescue, and swift water rescue. Train-the-trainer courses for the new IAFF Fire Ground Survival will also be conducted.

In addition to the technical rescue courses, we will fill some training gaps in the area of hazardous materials. A primary focus will be to provide current Hazmat team members a much needed 40-hour refresher course. Additional Hazmat programs

will include Hazmat operations, decontamination, as and some initial technician programs.

This grant program has an extremely short timeframe to provide all this training. The grant award began May 1, 2012 and concludes on Nov. 1, 2012. Scheduling these classes, enrolling students, training instructors, and actually conducting these classes has put a tremendous burden on the Division's entire staff.

The Department of Safety appreciates the support and assistance of the N.H. Association of Fire Chiefs, the Professional Firefighters of New Hampshire, the State Fireman's Association, and the N.H. Hazmat Collaborative in this process.

### **Fire Fighter Entry Level Testing Procedures**

The Division conducts the statewide entrance testing which is used by fire departments throughout the state.

The candidate testing includes a general knowledge written test to measure a candidate's ability to read, comprehend, and solve simple math and technical problems which would indicate that they are able to learn the basic skills of fire training and education. Following the written exam, each candidate must pass the nationally recognized Candidate Physical Ability Test.

Although the physical agility test does not require any prior firefighting education or background, it does require the candidate to run an agility course of eight specific tasks that are highly relevant skill sets for firefighting.

Enrollment in this testing process continues to be extremely high and 495 candidates signed up for this year's exam.

Once candidates have passed both written and physical agility testing, they are placed on a statewide list depicting their contact information and certification level for both in fire and EMS. This list is then distributed to all participating fire departments. This program is funded by \$100 testing fees assessed to each candidate.

### **Course/Program Evaluations and Audits**

In an effort to ensure all programs conducted or overseen by the Division are of the highest quality possible and meet the recommended standards,

a Peer Review and Auditing Program has been expanded.

Numerous audits have been conducted statewide for both Fire and EMS classes. Although these are time consuming, they are vital in ensuring the students receive the highest level of education possible, which will transfer down to an increased level of care and greater public safety.

### **North Country Burn Facility**

This year started with an intense fact finding mission, meeting with numerous fire service groups to see where the Division could improve. During these meetings in the North Country, it was evident there were significant challenges in that part of the state.

In the current economy, sending personnel and apparatus to Concord for training costs money that many smaller departments do not have. The hardest hit are those in the three northern counties: Coös, northern Carroll, and Grafton. Most of their firefighters and EMTs are volunteers who must balance their training needs with the demands of day jobs.

The Division examined the cost of erecting and equipping a small training center with a classroom and burn building to serve the northern three counties, consisting of 39 fire departments covering 60 communities.

The Division, in cooperation with a group of North Country fire chiefs, reviewed several potential sites for such a project. They discovered an abandoned piece of land in Bethlehem owned by the U.S. Forest Service which is centrally located. It is within 60 miles of any fire department in the coverage area except for Pittsburg and Shelburne, which are 67 miles from the proposed location. The New Hampshire legislative leadership granted a capital project to fund the construction of this facility.

The project continues to move forward and should be completed in 2013.

Perry E. Plummer served as Director of the Division of Fire Standards and Training & EMS in Fiscal Year 2012.



# DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

The Division of Fire Safety, Office of the State Fire Marshal, is responsible for the protection of the public and the state's fire service with coordinated efforts in code enforcement, public education, hazardous materials support, and fire incident investigation, thereby reducing the loss of life and property due to fire, building collapse, explosives incidents and other emergencies Hampshire.

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

## Bureau of Investigations

### Fire Investigators

The Bureau of Investigations consists of two district chiefs who oversee seven fire investigators who are assigned geographically throughout the state. The fire investigators are law enforcement officers who specialize in fire origin and cause investigation, criminal investigations involving arson, and other crimes. They also lead investigations into fatal fire deaths, building collapses, explosions and carbon monoxide related incidents.

Investigators frequently attend training through various educational opportunities provided in cooperation with the National Fire Academy, the St. Anselm College Arson Seminar, Post-Blast Investigation conducted by the U.S. Bureau of Alcohol, To-

### Mission Statement:

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

bacco, Firearms and Explosives and other entities. These training opportunities allow the investigators to keep up with current trends involved with fire origin and cause investigations as well as criminal investigations.

The U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives currently details a special agent to the State Fire Marshal's Office. This agent assists the investigators with cases that involve violations of federal law as well as cases that involve the use of firearms and explosive devices.

The Bureau of Investigations responded to and investigated a total of 174 fires and related inci-



### Fire Investigations - FY 2012

Fatal Investigations	21
Residential Fires	118
Motor Vehicle Fires	25
Undetermined	52
Incendiary	22
Natural	0
Accidental	52
Under Investigation	31
Other (consult etc.)	17
<b>Total Investigations</b>	<b>174</b>

### Fire Inspections - FY 2012

Apartments	3
Assemblies	25
Businesses	11
Detention Facilities	4
Educational Occupancies	31
Health Care Occupancies	12
Hotel/Dormitories	5
Industrial Occupancies	5
Lodging/Rooming House	5
Mercantile Occupancies	26
One/Two Family Residence	10
Storage Facility	2
Mixed Use Occupancy	7
<b>Total Inspections</b>	<b>153</b>

dents during FY 2012. These incidents occurred at all hours of the day and days of the week. Investigators were frequently called out from home to begin an investigation. There were 18 arrests made in connection with incendiary fire investigations and violations of the fire and life safety code during that time period.

The investigators and the six part-time inspectors assigned to the Bureau of Investigations conduct fire and life safety inspections on all state buildings and assist local fire departments with any fire and life safety code inspections or code interpretations. Collectively, the investigators and inspectors conducted 153 total fire and life safety inspections.



### Ignitable Liquid Detection Canines

The New Hampshire State Fire Marshal's Office has two canines. Canine Molly, a yellow Labrador retriever, is located in Coös County and Andre, a black Labrador retriever, is located in Belknap County.

Both canines and their handlers are certified as a team through the Maine State Police Accelerant Detection Canine program and are re-certified annually. The dogs train 365 days a year. In FY 2012 they assisted the investigators on 43 cases and have been to approximately 200 fire scenes for other agencies to assist in investigations or for training.

### Bureau of Special Operations and Communications

Fire Investigators assigned to the Bureau of Special Operations are responsible for conducting inspections, investigations and other enforcement activities relative to the use, handling, storage, transportation, and sale of fireworks throughout the State of New Hampshire.

The Bureau of Special Operations Fireworks Program licenses and issues permits to anyone utilizing pyrotechnic, flame, or special effects before a proximate audience, and approves permits for those events. Fire Investigators from the bureau work in cooperation with the N.H. State Police Permits and Licensing Unit for the inspection and enforcement of the Department's Display Fireworks Rules (Saf-C 5000), and the licensing of permissible firework retail sales facilities throughout the state.

During FY 2012, bureau members also conducted a number of public education and training events throughout the state for public safety per-

### Enforcement Activity

Display Firework Site Inspections	72
Consumer Firework Displays	1
Retail Store Inspections	66
Firework Seizures	6
Dense Pack Approvals	30
Proximate Audience Permits	47
Proximate Audience licensing Ex.	3
Renewal / New applications	22
Fire/Injuries/Accidents Investigated	9
Total numbered injured	7
Building fires	2
Public education programs	5
Fireworks disposal days	2
Department assist	1

sonnel. One of the key programs is the Display Fireworks Emergency Response Training (DFERT). In the short time this program has been offered it has been attended by more than 150 public safety officials throughout the state and has attracted students from surrounding states, including New York.

During the winter of 2011-12, Fire Investigators also had the opportunity to work closely with the Maine State Fire Marshal's Office while they developed their new rules for the retail sales of consumer fireworks.

### Hazardous Materials Section

The division has one full-time Hazardous Materials Coordinator. The Hazardous Materials Section provides technical assistance and guidance to the Re-

### Hazardous Matrials

Hazardous Materials Responses	134
Clandestine Laboratory Responses	10
Outreach Programs	31
Tier 2 Program Facilities	1,399

gional Hazardous Materials Teams and communities throughout the state.

It also assists communities with the development of hazardous materials emergency action plans, transportation, manufacturing, usage, storage and disposal questions regarding hazardous materials, as well as general hazardous materials questions regarding first responders and communities.

Hazardous materials reporting through the U.S. Environmental Protection Agency TIER 2 system is collected and compiled to assist communities with hazardous materials response planning.

This system assists state and local fire inspectors as they inspect buildings for fire and life safety code violations with regard to any hazardous materials issues. The section also provides technical assistance to fire investigators in cases where hazardous materials are involved. It assists federal agencies with technical expertise on known or potential hazardous materials involved in Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE) incident, or clandestine laboratory activities, including the dismantling of clandestine meth labs.

The Hazardous Materials Section presents numerous outreach programs to police, fire, and emergency medical services, as well as private business and industry throughout the state with regards to hazardous materials awareness and operational safety at incidents.

### Public Education

The division has one part-time Public Education Administrator and one part-time Public Education Specialist. They provide fire safety education and outreach programs throughout the state. During FY 2012, the public education personnel provided outreach resources through public service announcements, represented the division on safety committees, Risk Watch educators, Safety Seconds-via social media and literature. Public education resources are also available to fire departments throughout the state. These resources include the lending library, Sparky the Fire Dog suit, Sparky robot fire truck, Sparky safe house, and two fire safety education trailers. The Public Education section recently hosted the Campus Fire and Exit Strategy Conference that was held at the N.H. Fire Academy.

In FY 2012, public service announcement topics included; Oxygen and Smoking Hazards, Dangers of Thin Ice, Water Safety, Motor Vehicle Safety, Fire and Burn Prevention, Choking Prevention, Falls Prevention, Poisoning Prevention, Firearms Injury Prevention, Bike and Pedestrian Safety and safety recalls from the Consumer Product and Safety Commission.

The public educators serve on numerous safety committees throughout the state. These include the Carbon Monoxide Working Group, Safe Kids, Smoking and Oxygen Hazards, Healthy Homes, and the Fire Prevention Society.

They have also participated in numerous public safety events throughout the state, including; Discover Wild NH – camping safety day, Safe Kids, Cold Springs Resort Camper Safety Fair, Pease Family Day, N.H. Emergency Preparedness Conference, Nashua Family Emergency Preparedness Conference, Concord National Night Out, Winter Carnival, and numerous other safety fairs.

### **Building Safety and Construction**

#### **Engineering and Plans Review Section**

The Engineering and Plans Review section employs three part-time reviewers. The section is charged with ensuring that all state-owned projects, Department of Health and Human Services-licensed facility projects and public school projects are constructed in a manner that complies with the State Fire Code.

The section also enforces the state building code in state-owned buildings and properties.

When requests for variances or waivers to the fire code are submitted to the State Fire Marshal, this section provides the technical research required by the State Fire Marshal so that he can render an informed decision. In the past year we have also assumed a role in assisting businesses and state agencies in complying with applicable codes using some non-traditional methods involving the newest and most up to date technology and practices.

The section meets regularly with the three state universities and several other state agencies on their new projects to provide technical assistance through the entire design and construction process. The section also provided technical assistance to local fire of-

### **Mechanical Safety and Licensing**

New Licenses Issued	408
Licenses Renewed	2,102
General Information Requests	2,689
Licensing Compliance Inspections	1,125
Code Compliance Inspections	354
Investigations	135
Consumer Complaints	41
Inspector Training Attendees	260
Supply House Outreach Attendees	340

ficials and building departments as requested.

Over the past year the section has been actively involved in several high profile projects including: the Bridges House renovation in Concord, the new Peter Paul Business School at UNH, Grafton County House of Correction, the TDS Center at Keene State University and many others. This section also receives and provides technical interpretation from code officials and citizens of the state on an average of 6-10 code related questions each day.

#### **Mechanical Safety and Licensing**

The Mechanical Safety and Licensing Section is responsible for the administration of the Fuel Gas Fitting Licensing Program, the Oil Heating Technician Certification Program, and the Fire Protection Technician Certification Program.

In addition to overseeing the development and administration of the educational programs required for licensure or certification, the Mechanical Safety and Licensing Section employs two full-time field inspectors and a full-time supervisor who are dedicated to compliance through education. This process places a priority on public safety throughout the trades.

#### **Plumbing Safety and Licensing**

The Plumbing Safety and Licensing Section is responsible for the administration of the Plumbing Licensing and Inspection Program and the Water Treatment Technician Certification Program. FY 2012 was the first full year the Plumbing Section has been with the Division of Fire Safety.

### Plumbing Activity

New Licenses Issued	333
Licenses Renewed	3,112
Licensing Compliance Inspections	1,475
Consumer Complaints	53
Code Inspections	186
Licensing Investigations	190
Requests for Assistance	1,635

The alignment with compliance to budgetary commitments and legislative mandates resulted in a staffing restructuring within the section. Currently the Plumbing Safety and Licensing Section employs three field inspectors and a clerical staff member. The field inspectors are supervised by the Mechanical Safety and Licensing Section Chief.

### Modular Housing

The Modular Housing Section continues to respond to consumer complaints as well as work with the industry on rules development and implementation.

In FY 2012, the section issued 351 Modular House Labels for units by 71 manufacturers.

This past year the section assisted consumers with complaints as well as responded to support local building officials.

Inspectors from this unit worked closely with the Department of Safety's attorney to correct numerous code and safety violations in a Lakes Region community. The Modular Housing Section was instrumental in coordinating and providing emergency inspection services to Conway in the wake of Tropical Storm Irene.

The bureau supervisor worked with section chiefs from Engineering and Mechanical Safety to supply four teams of inspectors to assess the damage and address the immediate needs of residents who were flooded out of their homes. The swift action by staff resulted in accelerated aid to the residents so that they could proceed with rebuilding their homes.

### Electrical Safety and Licensing

The Electrical Safety and Licensing Inspectors are responsible for the enforcement of electrician licensing and apprentice regulation, laws and rules. The inspectors from this section visit construction sites on a regular basis to ensure that the work that is being performed is completed by the proper New Hampshire-licensed electricians. They are also available to provide code interpretation advice and answer questions regarding the electrical code.

The Chief Inspector and three Electrical Licensing Inspectors cover the state geographically, serving three separate regions as a resource, offering technical assistance to licensed electricians, local building officials, and fire departments.

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

### Administration

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

Additional duties were added to the administrative staff with the transfer of the Aerial Tramway and Amusement Ride operations under the Department of Safety when the Legislature abolished the Division of Safety Services.

The licensing section is made up of Electrical

### Electrical Safety and Licensing

Electrical License Renewals	2,967
New Licenses Issued	876
Inspections Performed	877
License Checks	1,112
Investigations	19
Complaints	51
Exams Proctored	81
Requests for Information	4,512

Safety and Licensing, with an Administrative Assistant, Licensing Clerk and Clerk, Mechanical Safety and Licensing with an Administrative Supervisor, and Plumbing Licensing and Safety with a Clerk.

The Licensing Section is also responsible for the accountability of revenue for Aerial Lift and Carnival Ride Safety, Fire Protection Equipment Firms and Technicians, Lightning Rod Dealers and Installers, the Modular Building Program, Pyrotechnics Permits, Licensed shooters and Oil Heating Technicians.

This section moved from 110 Smokey Bear Blvd. to 33 Hazen Drive in the fall of 2011 for easy accessibility and convenience for the licensees.

The N.H.Fire Incident Reporting System (NHFIRS) featured a new section on the Division's website by graphically displaying each fire department's reporting status. The reporting system is also used to track trends throughout the state. Informational bulletins are being posted monthly on the Division's website to assist fire departments with questions regarding the NHFIRS and to provide training information.

The administrative section is also responsible for assisting the fire departments reporting data on fire calls. The NHFIRS is managed by the Data Control Clerk III, who is responsible for maintaining the intake and validation process for the data collected.

In FY 2012, New Hampshire Fire Departments reported 113,458 total reported incidents of which there were 5,055 fires and an estimated total dollar loss of \$21,694,768.00.

### **Safety Services Section**

#### **Tramway and Amusement Ride Safety**

Tramway and Amusement Ride Safety was established to oversee the safe and enjoyable use of the state's ski industry resources. It also ensures compliance with safety regulations for the carnival and amusement ride operators in New Hampshire.

One function of Tramway and Amusement Ride Safety is to oversee the registration, inspection, and compliance with the laws and safe operating procedures for all mechanical ski lifts, tramways, portable and fixed tows in the State of New Hamp-

shire.

Tramway and Amusement Ride Safety also oversees the registration, inspection, and compliance with the laws and safe operating procedures for any mechanical amusement rides operating in the State of New Hampshire.

In FY2012, inspectors conducted 592 amusement ride registrations and 179 tramway registrations.

J. William Degnan served as the State Fire Marshal and Director of the Division of Fire Safety during FY 2012.