NEW HAMPSHIRE DEPARTMENT OF SAFETY

BIENNIAL REPORT

2019

Biennial Report of the New Hampshire Department of Safety

for the fiscal year ending June 30, 2019

This report is submitted to:

Governor Christopher T. Sununu
Councilor Michael J. Cryans, District 1
Councilor Andru Volinsky, District 2
Councilor Russell E. Prescott, District 3
Councilor Theodore L. Gatsas, District 4
Councilor Debora B. Pignatelli, District 5

New Hampshire Department of Safety
Concord, NH
2019

STATE OF NEW HAMPSHIRE

DEPARTMENT OF SAFETY APPOINTED OFFICIALS

Robert L. Quinn, Commissioner

Richard C. Bailey, Jr., Assistant Commissioner

Perry E. Plummer, Assistant Commissioner

Steven R. Lavoie, Director of Administration

Elizabeth A. Bielecki, Director of Motor Vehicles

Christopher J. Wagner, Director of State Police

Jennifer L. Harper, Director of Homeland Security and Emergency Management

Mark E. Doyle, Director of Emergency Services

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

Paul J. Parisi, State Fire Marshal

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I am pleased to present the *Biennial Report of the New Hampshire Department of Safety for Fiscal Year 2019.*

On behalf of myself and the dedicated team at the Department of Safety, I express our sincere appreciation to you, Governor Sununu, the Executive Councilors, and the members of the General Court, for your continued support.

Each day, the team at Safety fulfills its mission to continually enhance the safety, security and quality of life in New Hampshire through professional, collaborative and innovative service to all. Every person at the Department, no matter his or her position, is critical to fulfilling this mission and has my sincerest gratitude.

I also thank our state, county, local and federal partners for their continued cooperation and commitment to public safety.

Together, we will continue to make New Hampshire the safest state in the Nation with the highest quality of life for all.

Respectfully submitted,

Robert L. Quinn
Commissioner

ROBERT L. QUINN
Commissioner of Safety

Robert L. Quinn was sworn in by Governor Christopher T. Sununu as Commissioner of Safety on April 30, 2019.

Commissioner Quinn is a life-long law enforcement officer. He began his career with the New Hampshire State Police in 1985 as a probationary trooper and was promoted to trooper in 1986 assigned to Troop B. In 1998, he was promoted to sergeant and assigned to the Narcotics Investigation Unit. In 2003, he was promoted to Assistant Unit Commander of the Special Investigations Unit.

In 2005, he was promoted to lieutenant and assigned as the Troop Commander for Troop A. Commissioner Quinn was named captain in 2007, directing Troop A and Troop E, coordinating the Domestic Highway Enforcement Program, and managing multi-agency law enforcement investigations.

Governor John H. Lynch appointed Commissioner Quinn as the Colonel of State Police in 2010. He was subsequently reappointed by Governor Margaret C. Hassan, in 2014.

In 2016, Commissioner Quinn was appointed by Governor Margaret C. Hassan as Assistant Commissioner of the New Hampshire Department of Safety.

Commissioner Quinn is a 1983 graduate of Merrimack College, with a B.A. in business administration, a 2002 graduate of the U.S. Drug Enforcement Administration's Unit Commander's Academy and the FBI Academy in Quantico, Va., and a 2019 graduate of Southern New Hampshire University, with an M.S. in Management.

INTRODUCTION

The Department of Safety is the second largest department of state government, with 1,063 full-time, 178 part-time, 385 non-classified, and 36 seasonal employees functioning in both uniformed and civilian capacities throughout the State.

The Department affects the lives of all New Hampshire residents by enforcing criminal, motor vehicle and boating laws, and providing for fire safety, emergency communications and disaster planning. Established by the New Hampshire General Court in 1961, the Department consists of the divisions of Administration, Motor Vehicles, State Police, Homeland Security and Emergency Management, Emergency Services and Communications, Fire Standards and Training & Emergency Medical Services, and Fire Safety. The activities of each division are described in detail in separate chapters of this report.

The Commissioner of Safety is appointed by the Governor and confirmed by the Executive Council to provide executive leadership and direction to the Department. The Commissioner and Assistant Commissioners serve coterminous four-year terms.

The Office of the Commissioner consists of the Commissioner and two Assistant Commissioners. All seven divisions report directly to the Commissioner. The Bureau of Hearings, the Office of Highway Safety, the Information and Analysis Center, the Legal Unit, and the Strategic Communication Administrator are responsible to the Assistant Commissioners, who also serve as the Department's liaisons to the New Hampshire General Court. More than 350 bills that affect public safety are filed in the Legislature in a typical year. One of the Assistant Commissioners also handles labor relations with the three bargaining units.

The Information and Analysis Center (NHIAC) is a clearinghouse for information and intelligence on natural and human-caused threats to the State of New Hampshire, its people and the environment. Its goal is to function as a focal point of two-way communication among all of its public safety and private sector partners. It is a cooperative effort between the divisions of NH State Police and Homeland Security and Emergency Management and is housed at the State Incident Planning and Operations Center on the grounds of the New Hampshire Fire Academy. All hazard information and intelligence that comes to the NHIAC is evaluated and analyzed for indications of possible terrorist or other illegal activity. The information is then shared with the appropriate law enforcement, emergency management, critical infrastructure, or private sector organizations. The intent is to prevent activity that would threaten the safety and security of New Hampshire's citizens. The Center monitors information from a variety of open and classified sources. It uses that information to provide alerts, warnings, notifications, and situational awareness reports developed within or received by the NHIAC. The Center was created by legislation passed in May 2010 and began operations in August of that year.

The Bureau of Hearings, established by RSA 21-P:13, is comprised of four units: Administrative Hearings, Criminal Prosecution, Litigation, and the Motor Vehicle Industry Board. To ensure that the Bureau's decisions are made in a fair and impartial manner, it is a separate entity, and therefore, is not attached to another division. It is responsible for conducting administrative hearings, criminal prosecution in select circuit courts, litigation of hearings appeals, and conducting hearings of the New Hampshire Motor Vehicle Industry Board (NHMVIB). The Bureau is managed by the Administrator of Hearings who chairs the NHMVIB, a chief prosecutor who oversees Prosecution, and the Chief Hearings Examiner who acts as the litigation attorney.

Due to a generous grant from the New Hampshire Highway Safety Agency, recently reorganized as the Office of Highway Safety and moved to the Department of Safety, the Bureau has implemented a program of hearings by video conference, and added two additional prosecutors and a paralegal for driving while under the influence (DWI) cases. Video hearings allow individuals to participate in a hearing online by use of a computer and web camera. This has saved tremendous amounts of travel time and expense for individuals required to appear at hearings. In many cases, this has given deserving citizens restoration of their driving privileges sooner. Moreover, this program has saved police officers many hours and the expense of driving to Concord, which has resulted in more available patrol hours for those officers. The additional grant prosecutors handle the prosecution of impaired

driving cases that were previously handled by state troopers.

Moreover, Bureau attorneys provide legal training in a variety of settings. For example, the Chief Hearings Examiner conducts training concerning commercial driver licensing laws. The Bureau Administrator regularly lectures at training programs for police officers and attorneys on administrative hearing procedures. In addition, the Administrator provides training to the judicial branch, with the most recent being on the limited license law. Between July 1, 2018 and June 30, 2019, the Bureau handled 18,877 hearings.

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

The Unit prosecutes the trial of misdemeanor cases in the State's busiest circuit courts in the regions of State Police Troops A, B, C, D, E, and F. Most State Police DWI cases throughout the State will be prosecuted by unit attorneys. Upon request, unit prosecutors handle cases for the State Fire Marshal's Office and the Marine Patrol Unit of State Police. In addition, the Unit provides legal training and other legal assistance to the Department's law enforcement agencies. The Unit prosecutes thousands of criminal complaints every year. Attorney prosecutors ensure the most effective case preparation and presentation of serious cases. For example, those involving assault or driving while under the influence of liquor or drugs. This work includes presenting cases in court, filing and responding to legal motions, obtaining documents necessary to prove cases, issuing subpoenas, preparing witnesses for trial, and directing additional investigation. Moreover, prosecutors reach negotiated dispositions of cases with defense attorneys that result in resolution before trial. This drastically reduces trial costs and allows troopers to spend more time on patrol. The Unit is committed to providing the highest quality prosecutorial services to all of the Department's law enforcement agencies.

The Administrative Adjudication Unit consists of seven attorneys who hold the position of hearings examiners and conduct all administrative hearings for the Department of Safety covering the entire State of New Hampshire. Hearings are open to the public. Hearings are held in Concord, Dover, or by video conference. The Unit is supervised by the Chief Hearings Examiner with the support of seven 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 the preponderance of the evidence legal standard.

The due process clauses of the New Hampshire Constitution and the U.S. Constitution entitle citizens to hearings to review the loss of a legally recognized privilege. For example, a driver's license is a legally protected privilege. The majority of hearings involve the suspension or restoration of driver's licenses. For example, an individual with too many motor vehicle convictions is subject to suspension for demerit points. The accumulation of serious motor vehicle convictions will subject a license holder to mandatory habitual offender certification with an associated license suspension for a term of one to four years.

Also, under the implied consent law, individuals arrested for driving while impaired by alcohol or drugs who refuse a chemical test or who test over the legal limit for alcohol are subject to a mandatory license suspension. A substantial number of hearings are also scheduled in order to implement the federal regulations relating to holders of a Commercial Driver's License (CDL). This is a particularly important area of public safety that is monitored closely by the U.S. Department of Transportation. Finally, drivers under age 20 who are convicted of motor vehicle infractions are subject to license suspension under the original license suspension law.

Hearings, however, involve subjects besides driving. The scope of hearings is vast, and the Bureau holds hearings involving all areas that are regulated by the Department. Examples of subject matter regulated by the Department include inspection stations, mechanics, automobile dealer licensing and suspension, abandoned vehicles and towing issues, ignition interlock, security guard licensing and suspension, fireworks and explosives licensing and suspension. Finally, the Bureau conducts public hearings concerning the regulation of public waterways under RSA 270:12. These hearings are held during the months of June

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

After the conclusion of each hearing, the Hearings Examiner provides a written report with findings of fact, rulings of law and, where necessary due to the complexity of the legal issues involved, a legal analysis supporting those findings. Some reports are provided to the person at the conclusion of the hearing and, in more involved cases, the reports may be completed within 30 business days after the hearing is concluded.

The Litigation Unit is responsible for representing the Department in the New Hampshire superior courts in the appeal of administrative hearing decisions. Currently, the Chief Hearings Examiner handles appeals with the support of a paralegal. This entails the preparation of comprehensive legal briefs and arguing cases in court.

The New Hampshire Motor Vehicle Industry Board is responsible for resolving disputes between motor vehicle dealers, manufacturers and distributors. Established by RSA 357-C for the enforcement of the provisions of that chapter, the Board is comprised of six individuals with expertise in the automobile business. The Board is chaired by the Commissioner of the Department of Safety or the Commissioner's designee. Currently, the Administrator of Hearings acts as board chair on behalf of the Commissioner. A legal assistant performs the clerk's duties. In order to ensure fairness, members may not have a current financial interest, or work in the industry. Members are appointed by the Governor and Executive Council for four-year terms. Members are chosen from different areas of the State in order to create a geographic balance of membership. The Board holds public meetings and conducts hearings based on requests to resolve disputes submitted by automobile dealers, single line equipment dealers, distributors, or manufacturers. Board hearings, like administrative hearings, are open to the public and are conducted based on statutory law and the board's administrative rules. The Board issues written decisions, which may be appealed to the Superior Court.

The New Hampshire Office of Highway Safety (NHOHS) is responsible under the executive direction of the Governor and the Commissioner of the Department of Safety, serving as the Governor's Representative and Coordinator for the NH Office of Highway Safety, to develop and implement a statewide highway safety program designed to reduce traffic crashes and the resulting deaths, injuries and property damage. The NHOHS administers federally funded highway safety grant programs and is responsible for planning, implementing, and evaluating federally funded highway safety projects. The NHOHS also works to coordinate highway safety efforts of federal, state, and local organizations within New Hampshire. The NHOHS submitted the federal fiscal year 2019 Highway Safety Plan to the National Highway Traffic Safety Administration (NHTSA) to serve as an outline for improving the safety of all motorists on New Hampshire's roadways.

In 2018, New Hampshire traffic fatalities increased from a historical low of 90 fatalities in 2011 to 147 fatalities in 2018. Additionally, alcohol related fatalities resulting from alcohol related crashes increased from 26.5 percent in 2017 to 33.3 percent in 2018. In 2018, 68 percent of vehicle occupants who were victims of fatal crashes were not wearing seatbelts. Motorcycle fatalities increased from 15 in 2017 to 21 in 2018 and motorcycle crash victims that were not wearing a helmet increased from 47 percent in 2017 to 75 percent in 2018. Although, increases in fatalities in 2018 show a negative one-year trend, the five year average suggests that the 2020 fatality target be set at 118.8 fatalities and be more in line with the core objective of the state's Driving Toward Zero initiative. It is the goal of the New Hampshire Office of Highway Safety (NHOHS) to prevent roadway fatalities and injuries as a result of crashes related to driver behavior.

The Legal Unit under the Commissioner's Office is comprised of three full-time and two part-time attorneys. In addition, it is staffed with a part-time paralegal and a part-time rules coordinator. The Unit is responsible for providing legal services to all divisions and programs within the Department of Safety. The staff also assists the New Hampshire Department of Justice in litigation involving the Department of Safety. The duties of the Legal Unit include advising management on the legal issues concerning policy and procedures, administrative rulemaking, operations, personnel issues, labor-management issues, contracts, civil

liability, intergovernmental agreements, right-to-know requests and other issues. The Legal Unit is also charged with representing the Department in administrative and certain judicial proceedings.

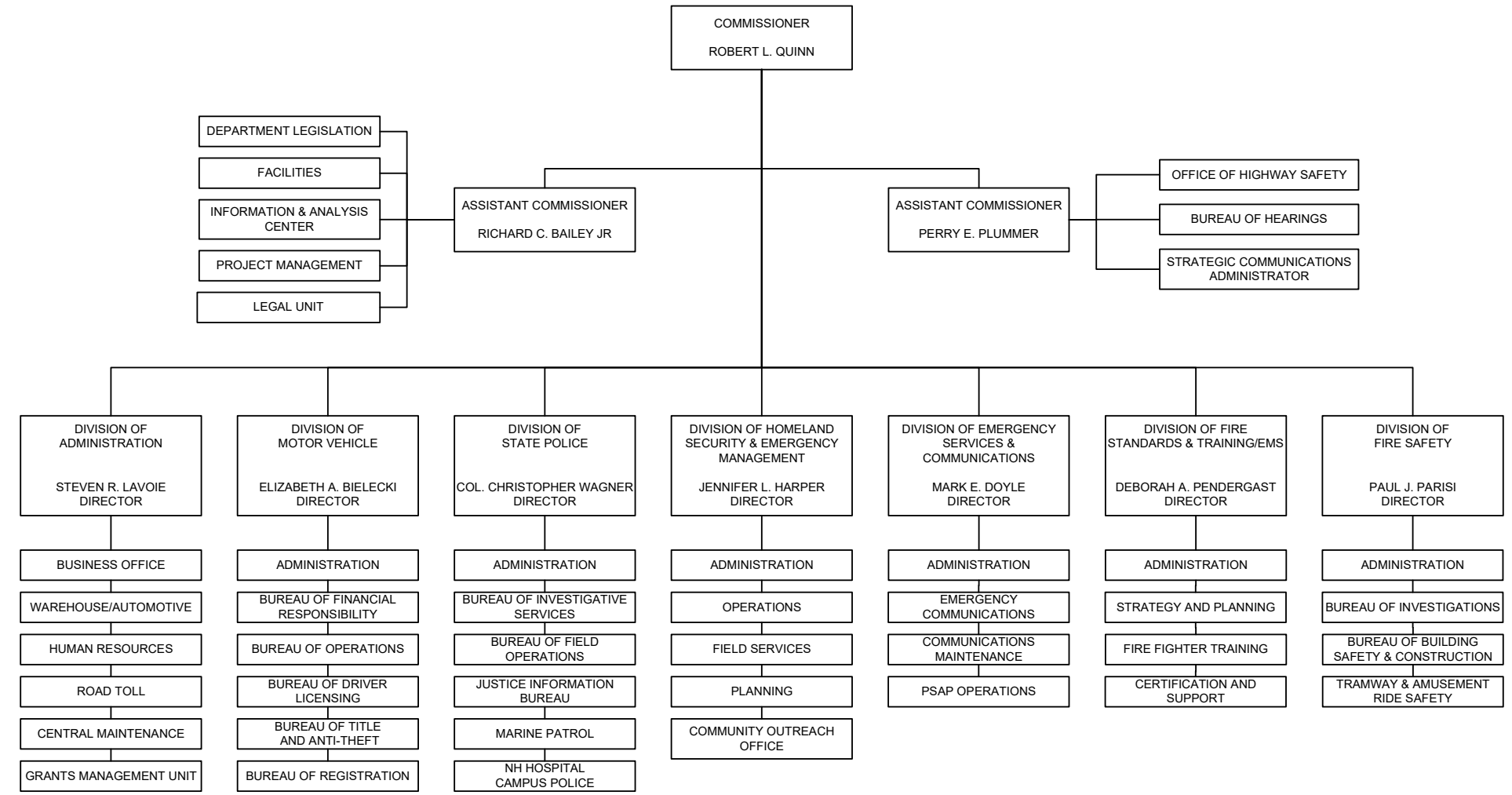
The Strategic Communications Administrator provides information to the public and news media on Department of Safety policies and activities. Responsibilities include the coordination, preparation and distribution of news releases; development, design, writing and editing of a variety of publications and other department materials serving as informational tools to the public; and dissemination of prepared materials to new and traditional media outlets. The Strategic Communications Administrator also monitors the news media and assists news organizations during incidents and emergencies, including managing the State Joint Information Center. The Administrator develops communications strategies for promoting public safety in New Hampshire, including the creative use of social media resources.

The Building Code Review Board receives secretarial services from the Assistant Commissioner's secretary. The Board's chair is appointed by the Commissioner.

DEPARTMENT OF SAFETY

ORGANIZATIONAL CHART

6/5/19



DIVISION OF ADMINISTRATION

Director Steven Lavoie

MISSION STATEMENT

The mission of the Division of Administration is to improve public safety by providing 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, grants, budgets, and assets.

In fiscal year 2019, the Division of Administration...

- processed more than $349 million in highway funds, general funds, federal funds, and other dedicated funds;
- provided human resources functions to the Department's 1,662 full-time and part-time employees;
- collected more than $226 million in highway fund revenue;
- administered a portfolio of more than $22 million in grants funds with more than 300 subawards to local and state agencies;
- processed more than 2 million pieces of incoming mail;
- processed more than 2.75 million pieces of outgoing mail;
- fulfilled license plate and validation decal orders for 224 municipal agents and 13 remote DMV substations throughout the State; and
- provided reproduction services resulting in the production of 1.2 million documents.

DIVISION OF ADMINISTRATION

The Division of Administration consists of the Business Office, Human Resources Office, Road Toll Bureau, Grants Management Unit, Equipment Control Bureau, and Central Maintenance. The mission of the Division of Administration is to improve public safety by providing 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, grants, budgets, and assets. The Division of Administration seeks to be an invaluable resource and recognized partner among all levels and divisions within the Department of Safety and add value to all public safety missions by exceeding expectations and providing exceptional service.

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

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

The Accounts Payable Section processes all Department invoices, requisitions, purchase orders, and encumbrances, and develops interagency transfers for warehouse supplies and automotive repairs.

The Accounts Receivable Section is responsible for the receipt of all Departmental revenues and billings. The Section processes more than $321 million annually in highway funds, general funds, and other dedicated funds. The Business Office assists the Divisions with the development of online payment options.

The Payroll Section helps monitor the timecards for all Department employees, ensuring accurate payment of wages. Department employees fall under multiple and differing collective bargaining agreements and sub-agreements, and the Payroll Section ensures that employees receive correct bi-weekly paychecks and leave accruals in accordance with those agreements.

The Human Resources Office provides all human resources functions for the Department of Safety's 1,662 full-time and part-time employees, including the coordination of recruitment, appointment, compensation, promotion, transfer, removal, and discipline of classified department employees. The Office also ensures the background check process is completed for all positions and reviews updates to job descriptions. The Human Resources Office administers the employee benefit programs, the new hire orientation process, and continues to expand the wellness education programs with the help of representatives throughout the Department. Human Resources works to properly administer the collective bargaining agreements, personnel rules, and manage the Family and Medical Leave Act, the Americans with Disabilities Act, the Uniformed Services Employment and Reemployment Rights Act, Title VI Civil Rights compliance, workers compensation programs, and establishes, maintains and manages personnel records for all department employees.

The Road Toll Bureau collects motor fuel revenues in the most cost effective manner and achieves the highest level of voluntary compliance with the New Hampshire Motor Vehicle Road

PERSONNEL DATA		
Positions Filled		
Total Full-Time		1,063
Unclassified Full-Time	*11*	
Classified Full-Time	*1,041*	
Temporary Full-Time	*11*	
Part-Time		178
Seasonal		36
Non-Classified		385
Total Positions Filled		**1,662**
Budgeted Positions - Filled and Unfilled		
Total Full-Time		1,125
Unclassified Full-Time	*12*	
Classified Full-Time	*1,114*	
Temporary Full-Time	*16*	
Part-Time		365
Seasonal		86
Non-Classified		585
Total Budgeted Positions		**2,161**

Toll Law, primarily through education, audit, and enforcement initiatives.

The Road Toll Administration Section collects more than $190 million in highway fund revenue, $130 million unrestricted and $60 million restricted, including the administration of the Unified Carrier Registration (UCR) Program. In fiscal year 2019, the Bureau collected revenues from approximately 180 motor fuel distributors, 70 motor fuel and petroleum product transporters and 14 alternative fuel dealers resulting in 3,168 monthly returns processed annually.

The Road Toll Administration Section is also responsible for New Hampshire's administration of the International Fuel Tax Agreement (IFTA). The IFTA, a multi-jurisdictional agreement, establishes and maintains the concept of a single fuel use license and administering base jurisdiction for each licensee. In fiscal year 2019, approximately 1,800 IFTA accounts, each filing quarterly returns, resulted in 7,200 returns processed annually. The Bureau also collects approximately $18 million in Oil Discharge and Pollution Control (ODPC) fees on behalf of the Department of Environmental Services. There are approximately 250 ODPC licensees that file monthly returns resulting in 3,000 returns processed annually.

The Section also assumes the responsibility for the administration of the International Registration Plan (IRP), in order to provide convenience and one-stop shopping for the commercial motor carrier industry. The IRP is a registration reciprocity agreement among the U.S. states and the Canadian provinces that provides for payment of registration fees on the basis of fleet miles operated in various jurisdictions. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among other IRP jurisdictions based on a percentage of mileage traveled in each jurisdiction, vehicle identification information and maximum weight.

During fiscal year 2019, there were approximately 2,400 active IRP accounts and 10,500 registered vehicles. For fiscal year 2019 the Bureau collected approximately $9.1 million in IRP fees, of which $6.3 million was collected on behalf of other jurisdictions and $2.8 million in fees remained in New Hampshire. An additional $48,000 was collected in various other registration fees. . Transac-

DEPARTMENT REVENUE AND EXPENDITURES
(AS OF JUNE 30, 2019)

Revenue	
Unrestricted Highway Funds	$225,791,159
Unrestricted General Funds	$8,948,121
Federal Program Funds	$28,267,707
Restricted Revenues, Dedicated Funds and Other	$86,479,760
Total Revenues	**$349,487,747**
Expenditures	
Permanent Personnel Services	61,402,679.86
Special Payments, Overtime and Holiday Pay	8,465,401.90
Current Expenses	6,487,740.49
Transfers to OIT	10,266,418.66
Utilities	578,138.80
Rent and Maintenance	4,279,852.42
Intra-Agency Transfers	109,226.70
Equipment New/Replacement	7,043,261.76
Capital Project Expenditures	3,160,612.77
Telecommunications	1,970,737.39
Indirect Costs	1,716,574.26
Debt Services	3,354,263.53
Temporary and Temporary Full-time Personnel Services	6,227,215.17
Benefits	36,020,673.28
Pensions - Retirement	3,914,898.31
Travel in-State	2,621,853.74
Grants to State Agencies and Local Communities	24,514,958.75
Travel Out-of-State	279,655.65
Contracts for Program and Operational Services	3,239,157.87
Miscellaneous	2,091,307.17
Total Expenditures	**187,744,628.48**

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

tions for IFTA and IRP are processed in Concord and at the Twin Mountain DMV substation.

The Road Toll Field Audit Section is responsible for auditing the motor fuel distributor licensees, IFTA licensees, and motor fuel and petroleum products transporter licensees; IRP registrants; and oil discharge and pollution control licensees for the Department of Environmental Services. In fiscal year 2019, the Section performed 197 audits of the various licensees. In addition to the audits, the Field Audit Section processed 2,407 off road and retail dealer refunds totaling $1,532,572.

The Grants Management Unit (GMU) is responsible for searching for, applying for, administering, and reporting on federal grants and other sources of funding for the Department of Safety. It also handles audit preparation for many of these federal and state projects. Over the previous two years, with three grant years of open Homeland Security Grant Programs, the Grants Management Unit was responsible for managing 400 sub grant awards to local and state agencies.

Homeland Security Grants provide equipment for local and state first responders, funding to conduct exercises and training related to the preparedness, response and recovery mission areas, as well as targeted funds for overtime patrols, various forms of communications interoperability, and support for the Information and Analysis Center. These grants are primarily directed to potential high-threat target areas for chemical, biological, radiological, nuclear, and explosive (CBRNE) threats at the county and local levels, and also used to improve New Hampshire's all-hazards emergency preparedness. This includes increased capacity to respond to hazardous materials incidents, local active shooter terrorism events, medical surge and mass prophylaxis capabilities, intelligence gathering and information sharing, infrastructure protection, EMS in the warm zone training and equipment, and disaster preparedness.

The Grants Management Unit also writes and administers a variety of grants for the Department, including the Federal Motor Carrier Safety Administration (FMCSA), the U.S. Department of Justice (US DOJ), and the National Telecommunications and Information Administration State and Local Implementation Grant Program (NTIA/SLIG). In 2016-2019, the State Opioid Reduction Initiative Grant was created and the Grants Management Unit added 15 more subawards, with up to 89 local partners, to the GMU portfolio as a result. This program was renewed through 2019. Currently, the Grants Management Unit is actively administering more than $22 million in grants.

In addition to administering grants for all Divisions of the Department, the Grants Management Unit handles the majority of pass-through federal grants for cities, towns and counties from the U.S. Department of Homeland Security and FEMA (DHS-FEMA) and works closely with the Statewide Interoperability Coordinator (SWIC) on grant funded first responder interoperability programs. GMU also administers more than $1.5 million in grant funds from the Federal Motor Carrier on behalf of the State Police. The Grants Management Unit also administers National Telecommunications and Information Administration (NTIA), the Public Safety Broadband Planning Grant, the Sex Offender Registry Grant, and the DNA Lab grants from the US DOJ. The Grants Management Unit recently facilitated and wrote a greater than $600,000 US DOJ COPS grant application to the US DOJ COPS Office on behalf of State Police.

These grants provide equipment for local and state first responders, funding to conduct exercises and training related to the preparedness, response and recovery mission areas, as well as targeted funds for overtime patrols, various forms of communications interoperability, and support for the Information and Analysis Center. The homeland grants are primarily directed to potential high-threat target areas for chemical, biological, radiological, nuclear, and explosive (CBRNE) threats at the county and local levels. These federal grants are also used to improve New Hampshire's all-hazards emergency preparedness. This includes increased capacity to respond to hazardous materials incidents, local active shooter terrorism events, medical surge and mass prophylaxis capabilities, intelligence gathering and information sharing, infrastructure protection, EMS in the warm zone training and equipment, and disaster preparedness.

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

The Warehouse maintains fixed and mobile assets for the Department of Safety, both acquisition and disposition, and is responsible

for the annual inventory reporting of those assets. The Warehouse is also responsible for all department receiving and delivery to department locations statewide. Mobile asset responsibility includes management and reporting for a fleet of approximately 1,115 vehicles, boats, trailers and Off-Highway Recreational Vehicles (OHRVs). The Warehouse also designs, stores, and distributes forms and printed materials for the Department, and stores and distributes consumable supplies to all department locations throughout the State.

The Mailroom sorts approximately 1.8 million pieces of incoming mail annually and dis-tributes the mail throughout the Department. The Mailroom also processes and mails more than 1.6 million pieces of outgoing mail annually.

The Plate Room is responsible for ordering, receiving, and distributing license plates, validation decals, and inspection stickers needed for vehicle registration. Order fulfillment is made to 223 municipal agents, typically town and city clerks, and 12 remote DMV substations throughout the State.

The ***Automotive Garage*** provides repair, maintenance, and safety inspection services for department vehicles, and provides vehicle towing services for the Department. The Automotive garage minimizes fleet downtime and ensures law enforcement vehicles are prepared to respond to any public safety incident.

The Reprographics Unit produces more than 600,000 documents per year. The Unit also microfilms or scans all documents related to the Division of Motor Vehicles' registration, licensing and title transactions, as well as documents from the Road Toll Bureau and the Division of Fire Safety.

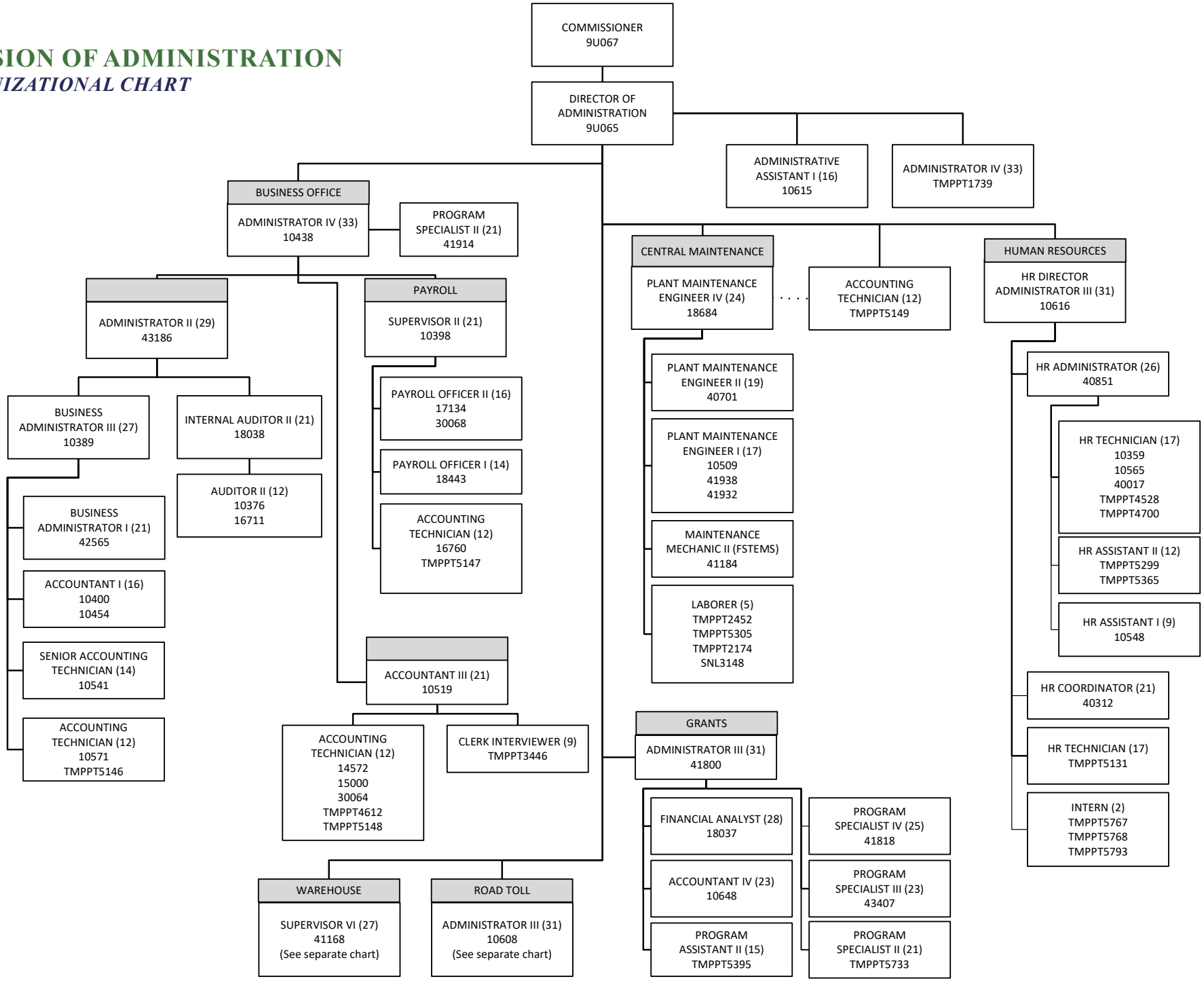
Central Maintenance provides 24-hour support for both owned and leased properties utilized by department divisions. Central Maintenance coordinates and oversees building maintenance and renovations ranging from major capital budget construction projects to designing and building office fit ups, to providing landscaping and lawn care services. Central Maintenance also supervises generator maintenance, permit acquisition for underground storage tanks, preventive maintenance of mechanical equipment, and coordinates energy efficiency projects for the Department.

PHYSICAL PLANT AND EQUIPMENT COST (ACQUISITION COST AS OF JUNE 30, 2017)	
Physical Plant	$71,513,224
Equipment	$44,965,003
Total	$116,478,227

DIVISION OF ADMINISTRATION

ORGANIZATIONAL CHART

5/30/19



DIVISION OF MOTOR VEHICLES

Director Elizabeth Bielecki

MISSION STATEMENT

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

In fiscal year 2019, the Division of Motor Vehicles...

- fielded a monthly average of 20,611 customer calls via the Call Center;
- issued 333,462 titles for new and used motor vehicle;
- performed 27,256 skills and road tests; and
- produced and mailed 357,938 driver licenses, non-driver identification cards, and voter identification cards.

DIVISION OF MOTOR VEHICLES

The Bureau of Driver Licensing is responsible for the issuance of driver licenses, non-driver identifications and the physical production of the voter ID card. During fiscal year 2019, nearly 360,000 cards were produced and mailed to New Hampshire residents by way of multiple processes. Perhaps the most significant process is a renewal, of which 200,167 residents renewed in person at one of our 14 locations and 33,024 used the online renewal process.

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

The Driver Licensing Bureau also plays a vital role in public safety through our road testing program. As new applicants apply for their first license or a license upgrade, applicant skills' testing is a key factor in public safety. Through various methods of skills and road testing, motor vehicle operators, motorcycle riders and commercial drivers are put through a battery of knowledge, skills and road exams to determine fitness to operate safely. While following strict guidelines, administrative rules, and state and federal laws, 27, 256 skills and road tests were performed last year with an average pass rate of 78.92 percent.

The Driver Licensing Bureau has nearly completed a knowledge testing modernization process which will bring a new level of efficiency and accuracy to everyday processes while offering a much more user friendly experience for our customers and staff members.

The Motorcycle Rider Education Program celebrated its 29th anniversary in 2018. The program

ABOVE: CDL examiner and driver during testing. As new applicants apply for their first license or a license upgrade, applicant skills' testing is a key factor in public safety.

provides training for new and experienced motorcycle riders. This training is provided using the curricula developed by the Motorcycle Safety Foundation (MSF). The courses consist of the Basic Rider Course, Intermediate Rider Course and the Experienced Rider Course. The program maintains 10 training sites throughout the State, as far north as Whitefield, as far south as Keene, and in the east in Dover/Durham. Instruction is provided by 45 certified MSF Rider-Coaches. Three full-time staff members coordinate the program and also provide information to the riding public with regard to licensing options. A Rider-Coach Preparation Workshop was conducted in June of 2019 to certify more coaches and a rider-coach trainer was added to the program in April. Quality assurance visits to courses are held on a regular basis. The basic rider course curriculum has been updated by the MSF and all coaches have been trained and transitioned to the new curriculum.

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

As of August 1, approximately 1,956 students have enrolled into the program for the 2019 riding season. The program has placed an emphasis on reaching out to the older, experienced rider to encourage training, as statistics show this demographic is involved in the majority of fatal motorcycle crashes. Adding a Returning Rider Course to the program offerings in the near future would further the safety in this demographic.

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

The Driver Education Unit provides oversight and support to 6 Public High Schools, 1 Private High School and 71 Commercial Schools in New Hampshire. Currently there are 209 certified Driver Education Instructors who have passed the State required certification exam after having accumulated the mandated training offered by the following schools: Keene State College, White Mountain Community College and the AAA Northern New England Instructor Prep course. In addition to this, there are 12 approved driver improvement programs available in New Hampshire.

Under NH RSA 263:19, all 16-17 year old applicants for a driver license must complete an approved driver education program. For fiscal year 2019, 16,989 students participated in one of these programs.

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

The Bureau was created to improve and enhance customer service by providing an integrated, one-stop shopping experience for DMV customers. This is accomplished through cross-training employees who previously specialized in only one DMV function thus allowing employees to process many different types of motor vehicle transactions. The implementation of customer service counters in the Dover, Epping, Newport, Concord, Manchester, Nashua and Salem substations as well as wait times being displayed on the DMV website for Concord, Dover, Manchester, Nashua and Salem has been integral in providing top-notch customer service. Staff assists with questions pertaining to all aspects of the DMV, inspects documents to ensure paperwork is complete, administers vision screening for driver licenses, and provides direction to the service counter best suited to complete a transaction. The Bureau of Operations includes the Contact Center which averaged 20,611 customer calls a month during fiscal year 2019.

Operations personnel at the 13 substations were cross-trained to provide all of the motor vehicle services offered throughout the State and cross training initiatives continue in Concord. By the close of fiscal year 2019, the Bureau of Operations was staffed by 76 full-time and 29 part-time employees.

The Bureau of Operations assists other bureaus in providing support with the cash vault, dealer and inspection station renewals and data entry. Employees within the Bureau take pride in assisting fellow co-workers and meeting the needs of New Hampshire residents. Notably, the Bureau worked on implementing a customer queuing/manual ticket system to allow customers to not have to stand in line in the Tamworth, Epping, Newport and Milford locations. Customers are now able to comfortably sit in our waiting areas until their number is called. The Milford office

also opened full time, Monday through Friday, in October of 2018. Prior to that date, the Milford office was open two days a week. In addition, the Bureau opened on the 2nd Saturday of each month to assist customers in obtaining their Real ID driver license or non-driver identification card. This allowed customers an extra opportunity to obtain a Real ID before the October 2020 deadline.

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

The Bureau of Registration was staffed by 26 employees in 2019. The Bureau of Registration acts as support staff to the Bureau of Operations. The Bureau is also responsible for the regulation of all New Hampshire Boat Registration Agents; overseeing all dealers and inspection stations, vanity plates, walking disability; and managing the Municipal Agent Program, described below. There were 22,305 vanity plate applications approved, and 115 denial letters for this fiscal year.

The Municipal Agent Program authorizes municipal agents, mostly town and city clerks' offices, to issue vehicle registrations in most towns and cities. Subject to approval by the Commissioner of Safety and the governing body of a city or town, the director may appoint municipal officials as agents to issue, renew or transfer motor vehicle registrations. At the close of this fiscal year, out of the 234

ABOVE: DMV Commercial Driver License examiner Shannon Hartley conducts a skills test for a school bus license applicant. The Pupil Transportation Unit oversees approximately 125 transportation providers managed by SAU's, individual schools and private transportation companies.

ABOVE: A discussion about the Motorcycle Rider Training Program - Left to Right: Elizabeth Bielecki – Director of Motor Vehicles. Bill Cunane, Administrator assistant, FMCSA, Preston Young – Citizen Services Liaison, Office of Governor Chris Sununu, Ray Martinez - Administrator, Federal Motor Carrier Safety Administration (FMCSA), Jeff Oberdank - Administrator, Driver Licensing Bureau, NHDMV, Anne Ferro - President, American Association of Motor Vehicle Administrators (AAMVA).

municipalities in New Hampshire, 229 were online and connected to the state computer system through the Municipal Agent Automation Project (MAAP) and performing registration transactions in real time. The 230th town will be coming online later this year. The duties of this program consist of monitoring compliance with New Hampshire laws, administrative rules, and procedures. The Municipal Agent Program conducts the required training for municipal agents and their staff members. Division staff will attend and participate in workshops and conferences statewide hosted by the New Hampshire City and Town Clerks' Association. The Municipal Agent Program and the Bureau of Registration also work in conjunction with the Department of Information Technology (DoIT) to assist with the monitoring of computer programs connecting municipal agents to MAAP. The Municipal Agent Program also operates the Agent Help Desk. The Agent Help Desk answers telephone calls, e-mails, and faxes from all 234 towns and cities throughout New Hampshire, as well as the 189 authorized boat agents, and the general public. In addition to the other duties of the program such as Municipal Agent and Boat Agent training, the Agent Help Desk answers an average of 5,000 calls per month.

The Boat Registration Unit works in conjunction with the Division of State Police, Marine Patrol, in the registration of all vessel and boat registrations. Boat registrations are renewed annually and expire on December 31st of each year. As of December 31, 2018 there were 97,330 boats registered. At the close of fiscal year 2019 there were 17 off line boat agents, 20 online boat agents, 152 towns, and 14 state locations available to process boat registrations.

The Boat Registration Unit

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

The Walking Disability Unit is responsible for overseeing all applications for walking disability privileges. The Walking Disability Unit consists of two part-time staff members in the Concord office. All applications for walking disability plates, temporary, and permanent placards can now be completed at all DMV substations that process registrations. At the close of fiscal year 2019 there were 125,701 permanent placards currently valid, and 7,284 temporary placards were issued.

The International Registration Plan (IRP) provides for the registration of vehicles that travel in two or more member jurisdictions. It is a registration reciprocity agreement among U.S. states and Canadian provinces that provides for payment of registration fees on the basis of fleet miles operated in the various jurisdictions. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among the other IRP jurisdictions according to a formula based on the percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. During fiscal year 2018, there were approximately 2,400 currently active IRP accounts and 10,500 registered vehicles. On average, $750,000 in monthly fees were collected. After apportioned fees were distributed to other states, approximately $233,000 remained in New Hampshire

Transactions for the IRP are processed at the Concord and Twin Mountain offices only. Customers are able to complete all necessary transactions with both offices at the same location, providing more effective and efficient customer service.

The Inspection and Dealer Units oversee the authorized motor vehicle dealerships and inspection stations throughout the State. During fiscal year 2019, the Dealer Program monitored the operation of 1,778 dealers (i.e., 892 new and used, 29 automotive recycling, 54 motorcycle, 291 repair, 127 transport, 152 utility, and 133 wholesale). The Inspection Program monitored the operation of 2,140 inspection stations, including 227 fleet, 37 glass replacements, 100 municipal and 1,776 public inspection stations.

TITLE BUREAU STATISTICS FOR FISCAL YEAR 17		
Total titles issued		398,554
Pre-owned titles issued	136,941	
New and demo titles issued	261,613	
Electronically surrendered titles	94,202	
Phone calls handled		93,722
Application suspense letters		27,708
Abandoned/mechanic lien title searches and rejection letters		5,538

The On-Board Diagnostics and Safety Inspection Program is a decentralized program with more than 1,900 DMV-licensed vehicle inspection stations throughout the State. Safety and emission test results for approximately 1.4 million on-board diagnostics (OBD) qualifying vehicles are reported electronically to the State through a sophisticated computer-based system. In addition to assuring that New Hampshire remains compliant with EPA emissions regulations, this system provides valuable benefits to our State's motorists. Inspection technicians must specify the exact reasons for failing a vehicle, or list what items would need repair in order to pass the safety inspection. The vehicle's emission system reports the OBD status of the vehicle and any conditions requiring diagnosis and repair. This record helps to protect consumers from fraudulent additional charges for unnecessary repairs.

The DMV's computerized reporting and analysis system can identify inspection stations with a history indicating possible inspection fraud. This feature has proven useful in prosecuting inspection fraud cases.

The OBD Program regularly provides technical assistance to many of the State's licensed inspection stations and works closely with industry groups such as the New Hampshire Automobile Dealers Association and law enforcement agencies. The Economic Hardship Waiver Program was designed to provide New Hampshire residents who cannot afford necessary emissions repairs with an opportunity to apply for a waiver that exempts their vehicle from emissions testing for one inspection

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

The Pupil Transportation Unit oversees approximately 125 transportation providers managed by SAU's, individual schools and private transportation companies. The Pupil Transportation Unit is responsible for ensuring that criminal and motor vehicle records are performed on applicant and renewal school bus drivers, auditing school bus transportation providers and investigating crashes as well as driver misconduct complaints. The Unit conducts crash investigations and also driver misconduct investigations and assists local police departments and other agencies in investigations as they revolve around the transportation of children. Compliance is ensured through auditing school bus services.

The unit performed 3,892 motor vehicle and criminal records checks for the 3,682 certified school bus drivers. Currently 3,500 school buses are inspected and provide transportation.

In addition to the above, the unit assists the Department of Homeland Security by assisting in the acquisition of school buses and drivers in the event of a major catastrophe. This is done by participating in both mock and live drills.

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

The New Hampshire Title Bureau partners with the National Motor Vehicle Title Information System (NMVTIS), which shares title information among participating states and jurisdictions to ensure issues, such as brands and odometer discrepancies, are not omitted. The Bureau works together with the Division of State Police on criminal investigations involving title fraud and forgeries, and works with federal, state, county and local law enforcement agencies to identify stolen vehicles. The Bureau assists in cases of insurance fraud, dealer violations, consumer complaints, odometer fraud, counterfeit titles and statutory liens, and illegal shipments of stolen vehicles to foreign countries.

The Bureau holds quarterly classes for new and established dealers, educating them on the rules and laws pertaining to completing title paperwork and transferring ownership. The Bureau works closely with the Registration Bureau to educate municipal agents and other DMV partners through monthly and yearly classes. The Bureau processes all reports of abandoned motor vehicles and vehicles with mechanic and storage liens to ensure the owners' rights are represented and fraud does not occur. Bureau supervisors hold hearings for dealers who fail to comply with title rules, and customers who are found to have committed fraud.

The Bureau is staffed by 26 full-time personnel and two part-time personnel during fiscal year 2019.

The Title Bureau is always seeking ways to improve customer service. To provide the best possible customer service, the Bureau has expanded the ability for customers to process duplicate title applications in all DMV substations. In the past, only the Concord office could process duplicate titles. The Bureau has continued to train new staff members on conducting dealer and municipal agent training. All employees are trained and are capable of taking incoming calls from customers, dealers, and city and town clerks. Cross-training has been instituted across the Bureau to ensure excellent customer service. These changes facilitate helping all customers in a timely manner. The Bureau has also cross-trained select staff members to help in the Operations Bureau at the registration and licensing counters.

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

The Training Unit provides all DMV employees with mandatory and non-mandatory professional growth training. All new DMV employees must attend the following mandatory classes: DMV New Hire Orientation, Customer Service at the DMV, State Employee Code of Ethics, Privacy Act/Confidentiality, Money Handling Policies at

the DMV, basic VISION (training on our current database application), Phones Skills (which consists of two three hour classes and phone monitoring), and Fraudulent Document Recognition, including an in-person class and up to 9.5 hours of online instruction and testing. Every employee must take refresher classes once every three years either in person or via online interactive classes. Personnel in a leadership or supervisory position must also attend Interviewing Skills and Performance Review trainings. All classes are created in-house and specifically for the needs and circumstances of DMV personnel. The curriculum content is based on employee needs as identified by management, supervisors and employees, and is designed with the unique circumstances of DMV employees in mind to help the learning and application of various business skills. Examples of professional growth classes include Communication Skills, People Skills, Change Management, Stress Management, Coaching and Mentoring, and Business Writing. During fiscal year 2019, most employees attended mandatory classes. Additionally, municipal agents no longer need to drive to the DMV to attend the mandatory Driver Privacy Protection Act training as the training is now available online.

The Audit Section is an independent, objective unit providing oversight and strategic planning designed to add value and improve efficiencies by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control, and governance of the New Hampshire Division of Motor Vehicles. The Audit Section is responsible for the preparation and oversight of the Division's biennial budget, oversight of municipal agent compliance requirements, and develops and administers DMV policies and procedures to ensure effective and secure financial operations. Other essential functions include performing municipal agent and substation audits, oversight of DMV federal grant awards, and the Department's bulk data contracts. In the past fiscal year, 234 municipal agent offices were audited. The Audit Section continues on course to visit each of the municipal agent locations annually.

The Bureau of Financial Responsibility administers and enforces motor vehicle statutes that have a direct effect on an individual's driving record history and the status of driver license and vehicle registration privileges. It is the central site for data gathered from all law enforcement agencies, circuit and district courts, superior courts, and out-of-state motor vehicle agencies. The Bureau is responsible for receiving, processing and maintaining records for all information entered to an individual's driving record to include convictions, suspensions and revocations, restoration dates, and crash involvement. In addition to these tasks, the Bureau is also responsible for responding to customer inquiries related to the various tasks and actions performed by the Bureau. During this period, the members of the Bureau responded to 91,445 telephone inquiries. The Bureau was staffed by 27 full-time employees and six part-time employees during fiscal year 2019. The Bureau is divided into nine sections with each specializing in a specific area of expertise.

The Driving Records Section processes requests received from businesses, law enforcement agencies, courts and individuals for New Hampshire driver records, crash reports and various suspension and restoration notices within the parameters covered under the New Hampshire Driver Privacy Act.

The SR22/Alcohol Section processes SR22 Certificates of Insurance forms, SR26 Cancellation of Insurance forms, certificates of completion for the Impaired Driver Care Management Program, and certificates of completion for the various state-approved defensive driving programs. In addition, this Section verifies the accuracy of the documents established by motor vehicle laws and administrative rules.

The Plea by Mail Section processes traffic complaints and citations received via paper and electronic formats (i.e., eTicketing) that have been issued by local and state law enforcement agencies. During fiscal year 2019, a total of 89,706 paper and electronic traffic citations/complaints were received and processed by the Bureau. The Bureau continues to benefit from the eTicket program with the New Hampshire State Police, which began in April 2012. During fiscal 2019, of the total citations processed, 46,656 traffic citations/complaints were processed electronically reducing the manual effort needed to receive, file and enter the information into the DMV database. This Section processes payment of fines as well as 18,521 not-guilty pleas transactions. Payments are processed via check, cash or credit card transactions. Similar to the eTicket program, the

online ticket payment option continues to grow in popularity as an average of 2,915 accepted transactions were processed per month in fiscal year 2019.

The Court Processing Section processes conviction and default information received from state circuit, district and superior courts for both minor and major offenses. Major offenses and convictions include driving while impaired, conduct after an accident, operating after suspension or revocation, and reckless operation. During this fiscal period, 64,198 dispositions have been received from the courts via the electronic interface that was fully implemented in June of 2018.

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

The Crash Section processes information obtained from operator and uniform police crash reports. Information related to reportable and non-reportable crashes is captured for statistical purposes. The Section also maintains records and generates suspensions resulting from uninsured motorist crashes, defaulted agreements, and civil judgments awarded by the New Hampshire courts. In fiscal year 2019, the Crash Section received 7,758 crash reports electronically out of 34,147 reports reducing manual entry of information.

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

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

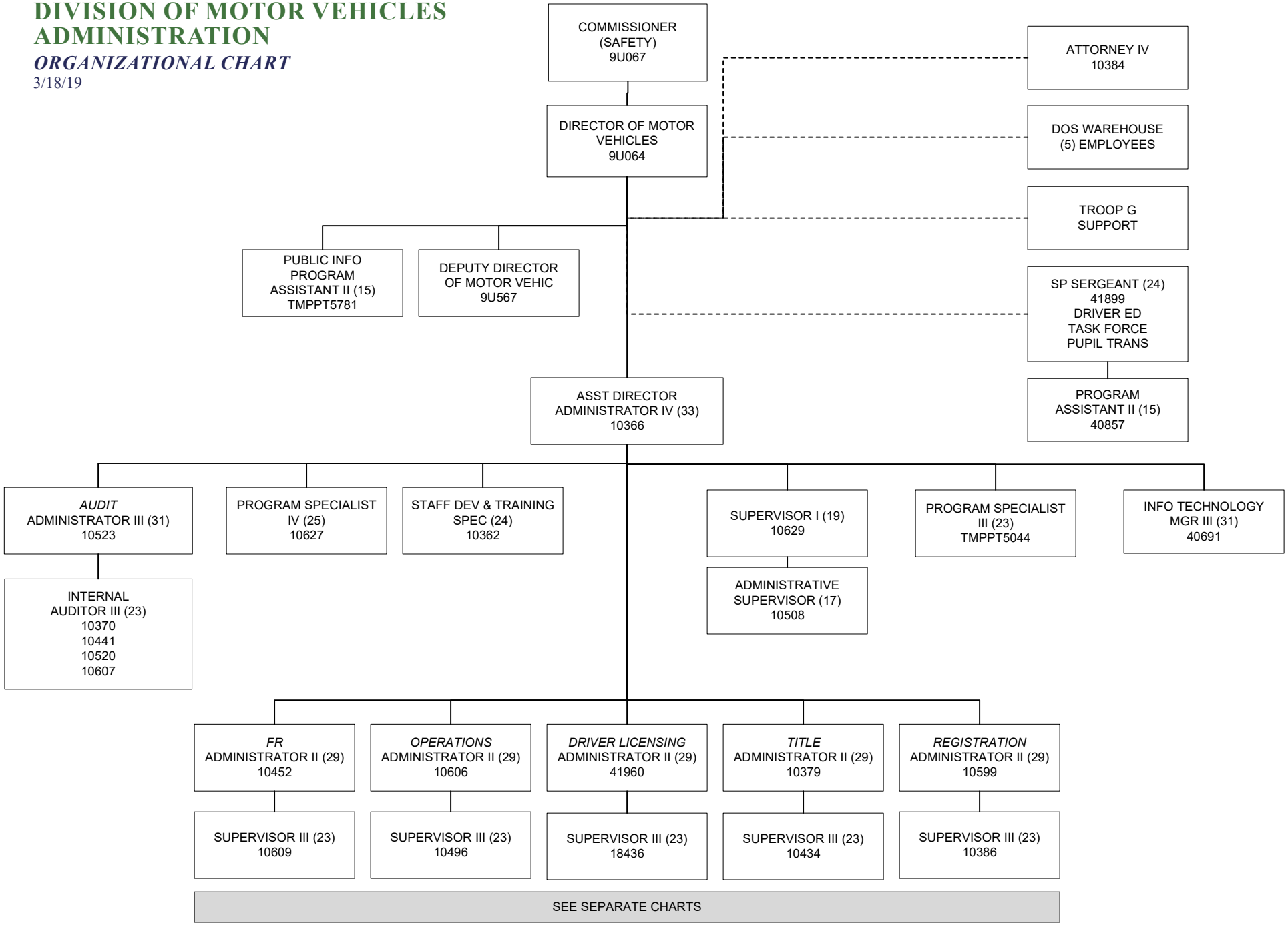
The Ignition Interlock Device Program was formally established in October of 2012. The program is federally funded and, at present, is staffed by one part-time employee who works with the two state-approved interlock providers. The program is notified whenever an interlock is installed or removed. The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

As a member of the Bureau of Financial Responsibility, the program coordinator works closely with the Bureau of Hearings and the Prosecution Unit to monitor individuals who were given a New Hampshire court or Department of Safety ordered conditional restoration of privileges requiring an ignition interlock device (IID) installed in a vehicle they operate, for a minimum of one year (RSA 265A:36-I-a). The driver must provide a breath sample with an alcohol content of less than .020 before the vehicle may be started. The data provides information of any attempt to circumvent or tamper with the device and any violations that may have occurred. The coordinator examines the data for violations. Attempts to tamper with the device or attempts to start the vehicle with illegal alcohol content are investigated and reported to the Bureau of Hearings or the sentencing court for a hearing or adjudication which may result in a fine or an extension of the interlock order.

DIVISION OF MOTOR VEHICLES ADMINISTRATION

ORGANIZATIONAL CHART

3/18/19



DIVISION OF STATE POLICE

Colonel Christopher Wagner

MISSION STATEMENT

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

In fiscal year 2019, the Division of State Police...

- stopped 130,308 motor vehicles;
- arrested 1,206 impaired drivers;
- conducted 8,417 criminal investigations; and
- conducted 182,349 commercial vehicle inspections and weighing of commercial vehicles.

DIVISION OF STATE POLICE

The New Hampshire State Police was created by an act of the Legislature on July 1, 1937, the fifteenth such force in the United States. At its inception, the State Police consisted of 43 officers supported by eight civilian employees. As a state law enforcement agency, State Police patrols New Hampshire's state highways, toll roads and interstates, enforcing state criminal, motor vehicle and other public safety laws. The Division has concurrent jurisdiction in towns with less than 3,000 people, concurrent motor vehicle jurisdiction statewide 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 Justice Information. Headquartered at the James H. Hayes Safety Building in Concord, the Division of State Police operates from seven Troop Stations around the State, in addition to a Marine Patrol facility and State Office Complex Police Force at New Hampshire Hospital—all of which provides a visible law enforcement presence across New Hampshire.

Colonel Christopher J. Wagner served as Director of the Division of State Police during the 2019 fiscal year.

The Field Operations Bureau is located at State Police Headquarters in Concord and encompasses uniform patrol and various investigations throughout the state. Personnel assigned to the Field Operations Bureau account for 83 percent of all Division of State Police sworn employees.

The Bureau is divided into three field areas, each representing Troops whose boundaries are drawn along geographical and county lines--Troop A in Epping, Troop B in Bedford, Troop C in Keene, Troop D in Concord, Troop E in Tamworth and Troop F in Carroll.

The primary function of the Field Operations Bureau is the provision of motor vehicle enforcement and criminal deterrence patrol. These services are provided across the state, from the Canadian border to the north, to the Maine border to the east, the Vermont border to the west and the Massachusetts border to the south. In each of these directional quadrants are communities that do not have their own police department, some by choice and others by virtue of their limited population and funding base. In these communities, Troopers provide the whole range of law enforcement services in lieu of a police department; conducting patrols as well as taking calls for service, covering accidents and investigating criminal activity. The Bureau also provides routine assistance to communities with limited or part-time police departments in addition to being a resource for larger agencies upon request.

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

During the 2019 fiscal year, Troop A Troopers stopped 21,743 vehicles, arrested 312 impaired drivers and investigated 1,309 motor vehicle crashes. Criminal arrests and investigations totaled 1,691.

Troop B - Headquartered in Bedford, Troop B is responsible for providing police services throughout Hillsborough County and a portion of Rockingham County as it relates to Interstate 93 and its bordering communities. The area includes 31 towns and the cities of Manchester and Nashua, as well as 146 miles of highway in the most populated area of the State.

During the 2019 fiscal year, Troop B Troopers stopped 22,017 vehicles, arrested 256 impaired drivers and investigated 1,737 traffic crashes, seven of which were fatalities. Criminal arrests and investigations totaled 651 and 1,642, respectively.

Troop C - Headquartered in Keene, Troop C is responsible for providing police services throughout Sullivan and Cheshire counties. Located in the southwest corner of the State, the Troop provides law enforcement coverage to 38 communities. There are 18 towns in which Troopers are the primary law enforcement entity. In addition, Troopers are frequently requested by full-time police departments

to provide patrol coverage and investigative assistance. During the 2019 fiscal year, Troop C Troopers stopped 16,834 vehicles, arrested 175 impaired drivers, investigated 298 traffic crashes and conducted 1,239 criminal investigations.

Troop D - Headquartered in Concord, Troop D is tasked with providing 24-hour patrol coverage to 28 towns and two cities within Merrimack County. In addition, Troop D covers Interstate 93 from the Hooksett Toll Plaza to the Ashland town line and all of Interstate 89, from Bow to the Vermont state line. This encompasses approximately 230 miles of interstate highway through four counties (i.e., Merrimack, Sullivan, Grafton and Belknap) that Troop D personnel patrol on a 24-hour basis. Merrimack County, centrally located within the State of New Hampshire, is a composite of rural, suburban and metropolitan areas. Troop D personnel are actively involved in all aspects of law enforcement and many of the communities within the Troop geographical area rely on Troop D personnel for police services. The State Capital is located within the area under the responsibility of Troop D and the Troopers are tasked with being the primary law enforcement provider to many of the state facilities, properties and agencies. These include the State House, the Governor's Mansion, the State Prison and the New Hampshire Technical Institute. Troop D personnel engage in multi-jurisdictional efforts with various federal, state, county and local agencies.

During the fiscal year, Troop D Troopers stopped 30,282 vehicles, arrested 230 impaired drivers, investigated 1,108 traffic crashes and conducted 1,243 case investigations.

Troop E - Headquartered in Tamworth, is a large gateway to the northern regions of New Hampshire. Troop E is responsible for providing police services throughout Belknap and Carroll Counties. This area encompasses 29 towns and the City of Laconia which has a population of over 16,000 residents. The geographical area of Troop E includes the Lakes Region which has the largest lake in New Hampshire--Lake Winnipesaukee--and the Mount Washington Valley Region which

ABOVE: NH SP on site with Air Force One at the Manchester-Boston Regional Airport. The State House Security Unit members work with a variety of other agencies to include the State Police Executive Security Unit, the General Court Protective Services Unit, the Concord Police Department and the U.S. Secret Service.

includes many skiing destinations, state parks, notches and other scenic byways. These attractions result in an influx of tourists and vacationers especially during the summer months.

During the fiscal year, Troopers initiated 17,545 motor vehicle stops, responded to and investigated 248 motor vehicle collisions, arrested 132 impaired drivers and handled a total of 954 investigations.

Troop F - Headquartered in Twin Mountain, Troop F is responsible for providing police services throughout Coos and Grafton Counties. This area comprises 39 percent of the State, including 3,610 square miles of rugged, rural terrain, 60 miles of interstate highway, 3,000 miles of state and local highways and hundreds of miles of back country roads. New Hampshire shares 42 miles of international border with Canada to the north. This region also hosts millions of vacationers who visit this part of the State during the year.

Because of the low resident populations in the many towns which make up Troop F and due to the fact that many of the police departments in these towns are small or part-time departments, State Police personnel handle the majority of calls for service. During this time-frame, some of those departments continue to have significantly reduced police coverage or have eliminated their police department causing an additional increase in calls for service to the State Police within those jurisdictions.

During this fiscal year, Troop F Troopers identified and addressed 21,887 motor vehicle violations, an increase of nearly 1,000 and conducted 2,354 case investigations of which 1,648 were criminal case investigations. Of those investigations, there were 164 felony level offenses investigated, the remaining being of a lesser level crime that resulted in 537 custodial arrests and 28 indictments. Of those cases, 101 resulted in the arrest of impaired drivers, an increase of nearly 25 percent, 28 resulted in drug offense arrests, a significant decrease since the decriminalization of marijuana and 436 resulted in arrests for other offenses such as other driving related offenses, crimes against property and crimes against persons. There were an additional 211 criminal case investigations that were not solved or resulted in something other than arrest. Troopers investigated 706 traffic collisions, including five fatal collisions, one of which totaled seven fatalities. Although fatal motor vehicle collisions increased, total motor vehicle collision investigations saw a decrease of approximately 30 percent. Troopers also handled over 11,604 general service calls including 62 burglary investigations, 29 death investigations, 84 assault investigations, 180 theft investigations, 260 domestic disturbance investigations, 166 criminal mischief investigations, 88 criminal threatening investigations, 17 sexual assault investigations and 806 calls for department assistance, in addition to a variety of other calls, a slight decrease in calls for service from the year prior.

Troop G located in Concord is unique in that their mission is statewide Commercial Vehicle Enforcement and is tasked with the monitoring and application of state and federal motor carrier regulations.

Troop G - During the 2019 fiscal year, the school bus program certified 34 individuals as school bus and commercial driving school instructors, licensed 78 driving schools and prosecuted 47 administrative hearings pertaining to school bus drivers and driving schools. Troop G personnel presented 35 Teens and Truck presentations and investigated several school bus crashes. Troop G investigators assigned to the DMV Task Force conducted 74 criminal investigations.

The Field Enforcement Section is made up of Troop G Troopers along with our civilian Automotive Equipment Inspectors (AEI). They enforce the laws and rules governing the operation of 1,778 authorized New Hampshire auto dealerships and 2,140 official automotive inspection stations throughout the State. Personnel conduct classroom instruction and practical examinations of persons seeking certification as automotive safety inspectors, enforce the laws and rules governing approximately 3,688 currently certified automotive safety inspectors across the State, as well as conduct physical examinations of vehicles deemed by insurance companies to have been salvaged. Troop G personnel locate and serve notice to persons eligible to be deemed as habitual offenders, locate persons and retrieve driver's licenses and registration plates from those that have been suspended or revoked and prosecute administrative hearings pertaining to dealerships and inspection stations.

During fiscal year 2019, the Automotive Equipment Inspection (AEI) Program continued to be successful in conjunction with our

field enforcement Troopers. The cooperative effort resulted in 1,380 audits of dealerships and inspection stations and 65 follow-up audits and 1,104 mechanic certifications. Troop G has successfully partnered with the New Hampshire Auto Dealers' Association to offer nine all-in-one inspection certifications to include automobile, motorcycle, bus and heavy trucks. This partnership allows for an accelerated and cost effective option for applicants seeking certification. Troop G personnel, in conjunction with the Division of Motor Vehicles held 24 monthly automobile inspection classes. Troop G serviced 253 special dealer requests and 181 special inspection requests.

In fiscal year 2019, Troop G Troopers were tasked to serve 1,046 habitual offender notices at the request of the Department of Safety Hearings Bureau and worked in conjunction with DMV to conduct 2,204 salvage inspections and 105 VIN issuances at various locations throughout the State.

The Commercial Vehicle Enforcement (CMV) Section has Troopers dedicated to the enforcement of State laws and federal regulations which govern the transportation of persons, hazardous materials and goods by commercial vehicles operating on the roadways of our State. Troopers are also responsible for the enforcement of state laws that pertain to maximum commercial vehicle weight limits on roadways and bridges. Troop G personnel utilize two primary fixed-scale facilities to perform commercial vehicle inspections and weighing of commercial vehicles. Troopers also utilize semi-portable scale trailers and portable scales at roadside locations throughout the State.

The combined efforts of the Troop produced 12,019 commercial vehicle inspections and the weighing of 170,330 commercial vehicles. During this year, Troopers discovered 22,012 commercial vehicle violations, of which 3,808 were deemed out-of-service violations where either the driver or vehicle was forbidden to continue operating. The CMV Enforcement Section also has Troopers assigned to the New Entrant Program. Working closely with the Federal Motor Carrier Safety Administration, they provide educational and technical assistance for new commercial motor carriers. Troopers attached to the New Entrant Program conducted 246 motor carrier company safety audits as well as industry outreach and monthly overview training. Troop G also has specially trained Troopers who conduct dyed fuel testing of special fuels to ensure all applicable state and federal taxes have been paid. During fiscal year 2019, Troop G Troopers inspected 1,620 vehicles for fuel tax violations. Troopers also performed 101 hours of public relations outreach for a combined audience of 2,403 participants.

Troop Detectives *- The investigation of more complex criminal activity within the seven Troop areas is the responsibility of detectives and investigative personnel assigned to each barracks. These Troopers investigate all manner of crime, as well as untimely deaths and sexual assaults within their jurisdiction. Investigators are frequently called upon to assist the Major Crime Unit with large scale events. Requests from out-of-state law enforcement agencies and investigative follow-up round out the constant flow of activity.*

In addition to standard patrol services, the Field Operations Bureau provides ***Special Services*** *to cities and towns alike. The following Units fall under the domain of Special Services: Aviation/ Special Enforcement Unit, Canine (K-9) Unit, the Collision Analysis & Reconstruction Unit (C.A.R.), D.A.R.E. (Drug Abuse Resistance Education), Drill Team, Drug Recognition Expert (DRE), Explosives Ordinance Disposal Unit (EOD), Motorcycle Unit, Public Relations and the Special Events Response Team (SERT). The majority of Troopers with specialty assignments carry patrol duties as their primary function--with their specialty, fitness, education and certification requirements being over and above the standard for law enforcement officers. The Troopers who staff these Special Units are assigned geographically throughout the seven Troop areas to achieve timely response and the highest level of access in state service.*

The Special Enforcement Unit (SEU) - Since 1980, the Special Enforcement Unit has been of service to the citizens of New Hampshire. The Special Enforcement Unit's primary mission is to monitor traffic and enforce motor vehicle laws with the goal of making the highways safer. This is accomplished through the use of a Cessna airplane, marked and unmarked cruisers. A Bell helicopter is used to assist in searches for missing and wanted persons, drug surveillance, presidential and vice-presidential security, public

relations events, and aerial photography and observation of traffic collisions, crime scenes and natural disasters.

In fiscal year 2019, the plane flew 129 traffic enforcement missions throughout the State, equating to approximately 429.2 hours of flight time resulting in 4,802 reported events. These efforts helped to remove some of the most aggressive drivers from New Hampshire's roadways. Out of the total, 48 were for speeding offenses over 100 MPH and 547 were for speed offenses over 90 MPH. The Unit also charged 19 individuals with Operating after Suspension and 49 individuals for Reckless Operation. Seven individuals were charged with Driving While Intoxicated.

In addition, the Unit conducted 62.3 hours of surveillance flights utilizing the Cessna airplane to aid federal, state and local law enforcement missions. The Special Enforcement Unit also made 33 arrests for a variety of motor vehicle and criminal code violations.

In fiscal year 2019, the State Police helicopter flew 61 missions for a total of 101.2 hours during search and rescue and other law enforcement missions.

In fiscal year 2019, SEU added two Aeryon Sky Ranger R-60 Unmanned Aerial Systems. This UAS program will assist many units within the State Police. Ten Troopers and two State Police Civilian Pilots have been trained as UAS Pilots. These systems have been utilized already in assisting the CAR Unit, Major Crime and SWAT thus far.

The Canine Unit - The 23 State Police Canine Teams are comprised of a specially trained Trooper and dog and are geographically assigned to all Troops within the State. All Teams are trained and certified to New England State Police Administrators Conference (NESPAC) standards. The Canine Unit also provides in-service training for Canine Teams from Auburn, Pittsfield, Bow, Wolfeboro and the Strafford County Sheriff's Department. The State Police Canine Unit continues to respond to a large number of patrol and narcotics detection calls for service, public relations demonstrations, school searches, prison searches, search and rescue missions and human remains detection searches. During this reporting period, the State Police Canine Unit was involved in 847 reported missions.

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

Narcotics Detection - The Canine Unit's Patrol / Narcotics Detection Teams and single purpose Narcotics Detection Teams were called upon on numerous occasions to conduct school searches in several communities throughout the State. These Teams also assisted our counter-parts in local, county and federal law enforcement agencies. Our Teams conducted searches in our state prison and county jails to assist in combating illicit narcotics from entering these facilities. Canine Teams continue to assist the State Police Narcotics Investigations Unit, the New Hampshire Drug Task Force, Federal Bureau of Investigation (FBI), Homeland Security Investigations (HSI) and the Drug Enforcement Administration (DEA) with investigations involving the sales of narcotics and U.S. Currency searches. Five of the Canine Unit's Narcotics Detections Teams are assigned to the Mobile Enforcement Team (MET), which is involved in the interdiction of illegal narcotics trafficking.

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

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

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

The State Police Canine Unit continues to be an invaluable

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

The Collision Analysis and Reconstruction (CAR) Unit - In December 2013, the Technical Accident Reconstruction (TAR) Unit was renamed as the Collision Analysis and Reconstruction (CAR) Unit to comply with industry standards. Additionally, five members of the Unit were assigned to full-time status. We currently have four of those positions filled at Headquarters to allow for full-time personnel in response to the increasing complexity of cases. The 11 part-time Unit members are assigned strategically throughout the State for the purpose of providing a strong support role to assist state and local officers in collision investigations. CAR Unit members have specialized training in the field of motor vehicle collision reconstruction and crash investigation. Specific training during this fiscal year included crash data retrieval certification, advanced reconstruction techniques, motorcycle crash reconstruction, friction and statistics, motorcycle braking and sliding and spin analysis.

During the fiscal period from July 1, 2018 to June 30, 2019, Unit members collectively conducted 62 investigations. Due to the increased case load, one of the part-time members had to be assigned temporarily to full-time status for several months. Of the 62 investigations, 24 have resulted in various felony and misdemeanor offenses, including negligent homicide, manslaughter, second degree assault, reckless conduct, vehicular assault and negligent driving. Other investigations are still pending litigation in superior and circuit courts throughout the State. In addition, the CAR Unit has assisted the Major Crime Unit with two cases. Of the 62 investigations during this time period, 34 cases involved a fatal crash with the remainder of the investigations involving serious bodily injury.

The Drill Team - The New Hampshire State Police Drill Team is the Ceremonial and Honor Guard Unit for the Division of State Police. Each year, as the Division's Ceremonial and Honor Guard Unit, the NH State Police Drill team participates in events around the State and New England. Many of these events are very well attended giving the Division positive public relations visibility. These public relations events include parades, sporting events and civic ceremonies. The Drill Team is also tasked with participating and assisting in police funerals and memorials.

During fiscal year 2019, the NH State Police Drill team participated in 25 events, many of which are annual events. Some of the largest include the NH Police Standard and Training Council's full and part-time graduations, the NH Police Memorial and the annual NH State Police Alumni Night at the Fisher Cats Stadium. We also marched in the annual Manchester St. Patrick's Day Parade and both the winter and summer opening game ceremonies for the NH Special Olympics--both of which we have attended for over 20 years.

Amongst the other events we participate in each year are the U.S. Congressional Award Ceremony at the New Hampshire Police Standards and Training Council and the 100 Nights of Remembrance closing ceremony held at the State Veterans Cemetery. This event was an annual event to honor our veterans and first responders. Unfortunately it has been canceled and the annual ceremony has changed its format.

The Drill Team participates in several sporting events each year. During FY 2019, we again presented the colors for the Boston Celtics, which has become an annual event for us. We also presented the colors for the annual CHAD Battle of the Badges where police and fire battle it out to benefit Children's Hospital at Dartmouth. For this upcoming year, the State Police Drill Team has already been asked to participate in the home opener for the New England Patriots along with members of all New England State Police agencies (NESPAC).

The Drill team also participated in the annual National Troopers Coalition Conference and the Women in Law Enforcement Conference in Vermont. In September, the Team was part of the first Blue Mass held in Manchester. The Mass was to honor first responders around New Hampshire. The Mass has already been scheduled to be held again in September 2019.

During FY 2019, the NH State Police attended the funeral services for Sergeant Michael Chestna of the Weymouth, Massachusetts Police Department. Sergeant Chestna was tragically killed by an erratic driver while responding to a call for service. In April, members of the Drill team not only participated in, but also assisted the Maine State Police in rendering honors to Trooper Ben Campbell of the Maine State Police. Trooper Campbell was killed in the line of duty on Interstate 95 in northern

ABOVE: A member of the State Police Explosive Disposal Unit works to diffuse a simulated bomb during a full-scale active threat exercise at the SNHU Arena in Manchester. The Explosives Disposal Unit takes custody of and disposes of all found, abandoned, forfeited and seized materials and devices containing explosives, explosive materials or explosive chemical

Maine while assisting a motorist. As part of NESPAC, the Drill team was asked for assistance from the Maine State Police Honor Guard--an honor we also assisted with last year when Deputy Cole of the Oxford County Sheriff's Department was killed in Maine.

This past year, two members of the Team left the Team for other Duties. Staff Sergeant Brian Viglione left the Team after 10 years of service. His leadership will be missed. Trooper Catherine Shackford also left the Team for her new duties with the Major Crime Unit.

As we begin FY 2020, we look forward to carrying out our duties as the Division's Honor and Ceremonial Unit, representing our state and carrying on the distinguished history of the Division.

The Drug Abuse Resistance Education (D.A.R.E.) Program has been a part of the New Hampshire community since 1989. The Division of State Police is responsible for overseeing the entire program throughout the State and works with D.A.R.E. America to ensure the proper delivery of the program. State Police D.A.R.E. personnel are responsible for planning and conducting the training of new D.A.R.E. Officers in the Northeast Region and maintaining the certifications of current New Hampshire D.A.R.E. Officers. There are more than 75 D.A.R.E. Officers in New Hampshire. The program was presented in 100 schools with the K-4, elementary and middle school programs delivered to nearly 8,000 students in more than 80 communities across

the state.

The New Hampshire State Police and the New Hampshire Motor Speedway hosted the 29th Annual State Police D.A.R.E. Classic 5K Road Race in May of 2019. The event raised approximately $9,500.00.

The Drug Recognition Expert Unit - The Division of State Police has been participating in the Drug Recognition Expert (DRE) Program since 1991. The DRE's Unit consists of highly trained Troopers skilled in the detection of drivers impaired by alcohol and drugs. During fiscal year 2019, the DRE Unit conducted 105 evaluations for prosecution. The Division currently has 27 Drug Recognition Experts and 7 Drug Recognition Expert Instructors. Due to the increase of drug proliferation, the DRE Unit hopes to add a number of Troopers to help meet the growing demands of providing expert services relative to the apprehension of impaired drivers and conducting a wide variety of alcohol and drug impairment training for law enforcement agencies and other civic organizations.

The Explosives Disposal Unit - The Explosives Disposal Unit takes custody of and disposes of all found, abandoned, forfeited and seized materials and devices containing explosives, explosive materials or explosive chemicals. Members of the Explosives Disposal Unit are trained to conduct post-blast investigations, provide technical support to investigators in the area of explosives and hazardous devices and testify in court as persons with special knowledge in the field. The Unit also has explosive storage magazines for the safe storage of explosives and explosive materials that are seized in criminal investigations or are otherwise in the custody of public safety agencies. The Explosives Disposal Unit has certified explosive detection canine teams available to respond anywhere in the State.

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

There were 484 requests for service during the fiscal year, a reduction from the 534 recorded in the previous fiscal year. The decrease is due solely to a refocus on disposal and destruction activities to deal with a stockpile of explosive material that had accumulated in storage. The time consuming nature of these activities required a decrease of training provided to other agencies. The Unit continues to see requests to provide training to both police and fire departments within New Hampshire and will continue to offer this training as operations allow.

The Motorcycle Unit - Throughout the course of the year, the Motorcycle Unit is utilized in a number of different ways ranging from charity and static display events, to funerals and joint enforcement patrols with local departments. During this fiscal year, the Unit was the recipient of a 2019 Harley Davidson which was immediately introduced into the fleet and utilized. With this addition, the number of motorcycles in the field with anti-lock braking systems increased to 5 of 12. A basic police motor operator school was held in the spring of 2018 to which the Division assigned 2 Troopers to attend. Along with the 2 Troopers, the Manchester Police Department also sent 2 officers to the training. This marked the first time local agencies had participated in the State Police training course in a number of years. Both the Troopers and the Manchester officers successfully completed the two week course. The 2 Troopers were both assigned to the Unit for the upcoming season. Monthly Unit training sessions were also held and focused on a variety of skills to ensure the abilities of our riders remained at an advanced level throughout the riding season.

Due to manpower shortages, all but one Unit member remained assigned to their respective Troop in order to assist with patrol coverage. Motorcycle Unit requests were fulfilled to the best of the abilities of the Troopers and the Troops. Both the members of the Unit and the Troops put forth a great deal of effort to make it possible to fulfill the vast majority of requests for the Unit.

From July 1, 2018 to June 30, 2019, the Motorcycle Unit received 87 requests for services. Of those 87, 4 were canceled by the requesting party for various reasons and 2 were unable to be filled due to not having any available Units on that date. The requests of the Unit included support and participation in a number of charity rides for worthwhile causes such as Toys for Tots, the Police Fire EMS Foundation and the Home For The Troops event in Nashua. They also conducted static displays at Touch a Truck events and National Night Out events throughout the State as well as represented the State during

New Hampshire Day at the Big "E" in Springfield, Massachusetts. The Unit further assisted with funeral escorts, conducted a riding demonstration at the D.A.R.E Race and took part in public relation details with surrounding New England States.

Unit members were also assigned to the 96th Laconia Motorcycle Rally. In addition to their patrol and enforcement duties during the rally, members participated in five separate public relations and/or charity events to include a number of high profile events such as the 13th annual Peter Makris Memorial Ride, the 26th Annual POW/MIA Freedom Ride, the Hill Climb event at Weirs Beach and a charity event for Speedway Children's Charities which was done in conjunction with the New Hampshire Motor Speedway.

The Unit also conducted joint enforcement patrols with the City of Manchester and the town of Hampton concentrating on enhanced traffic enforcement in trouble areas within their respective city or town. Both proved successful and were greatly appreciated by the local agencies.

The 2019 Motorcycle Unit season got underway in the beginning part of May. During the first 2 months of the season, 35 requests were received with the Unit being able to participate in 31 of them. As many more requests continue to be received, the Unit is looking forward to representing the State of New Hampshire and the Division at a very high level while maintaining the traditions of the New Hampshire State Police and the history of the Motorcycle Unit.

The Public Relations Unit - The Public Relations Unit offers the citizens of New Hampshire presentations, lectures, seminars, informational campaigns and demonstrations presented by state police personnel. Law enforcement topics of interest range from alcohol and drug abuse, career days and fairs, drug recognition, K-9 demonstra-

ABOVE: NH SP officers search for a "suspect" bomb during a full-scale active threat exercise at the SNHU Arena in Manchester.

ABOVE: NH SP officers unload toys as part of the annual Toys for Tots campaign outside of Walmart in Manchester.

tions, motorcycle unit escorts, explosives disposal, prescription drug diversion, aircraft, parades, color guard, tours, safe driving, personal safety, internet safety, domestic violence, forensics, marine patrol and federal motor carrier rules.

Every Troop and Unit contributes to the success of the Public Relations Unit by committing the appropriate personnel with the most up-to-date information available for their presentations. During the fiscal year, 398 requests were honored.

The Special Events Response Team (SERT) - The SERT Unit is overseen by a Field Area Captain, Lieutenant in Special Services and a SERT Unit Commander with the rank of Sergeant. There are currently 35 Troopers assigned to the SERT Unit. Members are trained in Crowd/Riot Control Formations and Mobile Field Force Tactics, Search & Rescue and Article Searching. Several Troopers on the Unit are trained in the deployment of OC, CS, smoke canisters, Emergency Medical Technician (EMT) and Field Force Extrication (defeating protestor devices commonly known as Sleeping Dragons).

SERT members are assigned to such calls for service as Laconia Bike Week, events that are sure to draw large crowds at New Hampshire Universities and Colleges and other events that pose a potential and/or active civil disturbance.

Also, the SERT Unit continues to expand its training sessions to become more proficient in land navigation with GPS and assisting the NH Fish & Game Department and other law enforcement agencies with larger scale missing person searches. This added training would include land navigation and human tracking skills.

The SERT Unit is also trained in article searching. The Unit has been used to assist the NH State Police Major Crime Unit to search for evidence in Homicide investigations in state and out of

state.

The SERT Unit is available 24 hours a day if needed anywhere in the State to assist with crowd control, special events, civil disorders, search and rescue and article searches.

The SERT Unit continues to train with the Maine State Police SERT Unit to improve NESPAC Mobile Field Force Tactics. The SERT Unit currently is assisting the Vermont State Police in training their newly established SERT Unit. The SERT Unit continues to train Federal, State and Local Law Enforcement agencies in mobile field force tactics.

The SERT Unit responded to eight events this year.

The New Hampshire State Police Mobile Enforcement Team (MET) is a specialized Unit whose mission is to detect and enforce all crimes and hazards on the roadways in communities throughout the State of New Hampshire. MET has joined together with local agencies in conjunction with drug enforcement units to combat illegal narcotic distribution in their communities. MET is able to bring a focused enforcement approach to assist these communities in need of additional resources to address quality of life issues and high crime areas.

The Mobile Enforcement Team (MET) – The New Hampshire State Police Mobile Enforcement Team is a specialized Unit comprised of highly trained Troopers whose mission is to detect and enforce all crimes and hazards on the roadways in communities throughout the State of New Hampshire.

In addition to the detection and enforcement of illegal drug trafficking and criminal law violations, MET is also integrated with the drug enforcement units such as the State Police Narcotics and Investigations Unit (NIU), DEA (Drug Enforcement Administration), HSI (Homeland Security Investigations) and the NH Drug Task Force.

MET has a vital role to support these Units as they share information with MET to assist in locating and apprehending those involved in the distribution and trafficking of illegal drugs and other serious crimes. MET is often the first to develop intelligence gleaned from arrests and through motor vehicle stops. This information is shared with units and agencies throughout the country in order to cultivate larger investigations. MET works closely with law enforcement agencies throughout New England in order to identify individuals and organizations involved in the trafficking of illegal narcotics, human trafficking and other criminal activity entering into and passing through the State of New Hampshire.

Below is the activity for MET during this period:

- Total Arrests: 273
- Felony Drug Arrests: 149
- Misdemeanor Drug Arrests: 11
- Assist Other Agencies (NIU, DEA, FBI, HSI, DTF): 900

Drugs Seized

- Cocaine: 2,872.3 grams (2.87 Kilograms)
- Heroin/Fentanyl: 12,370.10 grams (12.37 Kilograms)
- Methamphetamine: 1,887.25 grams (1.87 Kilograms)
- Narcotic Pills: 3,070 Dosage Units
- Marijuana: 4.08 Pounds
- U.S. Currency Seized: $171,114
- Firearms Seized: 60

Division Marine Patrol Officers enforce boating safety on waterways and provide training and certification for all citizens and visitors. Marine Patrol operates 365 days per year, with a primary operational period ranging from early May to the middle of October. Patrols are conducted in all weather and water conditions and at all times of the day and night depending upon enforcement requirements.

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

During the fiscal year, Marine Patrol personnel certified 7,111 new recreational boat operators, issued 5,348 mooring permits and 603 water event and slalom course permits and investigated 39 reportable boating accidents and 12 drownings.

Marine Patrol also tested and licensed 563 new commercial boat operators, issued 648 commercial boat registrations and inspected 565 commercial boats.

In addition, over 2,700 aids to navigation were maintained on our inland waterways, including navigation lights on bridges.

The State Office Complex

Police Force (SOCPF) provide primary police services to the Hugh Gallen State Office Complex in Concord They work routinely with federal, state, county and local law enforcement agencies. Additionally, personnel 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. SOCPF personnel also assist with the management of several community benefits and special events scheduled on campus, such as Independence Day celebrations and charity walks/ races.

The State Office Complex Police Force (SOCPF) includes ten full-time sworn police officers positions, three full-time dispatchers, one part-time dispatcher and five non/sworn Security staff. SOCPF members provide the primary police coverage to the Hugh Gallen State Office Complex, which includes 36 State office buildings and agencies including the New Hampshire Hospital through the enforcement of federal, state and local laws and internal policies and procedures. Additionally, personnel provide general and specialized services to customers by providing a safe and secure environment that allows patients and residents, employees, volunteers and visitors to deliver and receive quality services. On a typical business day, the campus population ranges from 4,000 to 5,000 people, including staff and visitors. Additionally the State Office Complex Police Force coordinate with various non-profit and local organizations in planning events that use the campus as the venue, during which the SOCPF focus on traffic and crowd control. The events bring thousands of additional people to the campus.

The SOCPF Police Officers responded to 20,105 calls for service during the 2019 fiscal year, including but not limited to the following: 1,090 Psychiatric Emergencies, 66 missing person or escapee incidents, 33 threats, 73 domestic violence order services, 2,265 alarms, 66 sex offender registrations, 29 arrests, 1,336 Admissions, 208 Assistance Requested or Response for a Governor Hugh J. Gallen State Office Complex Agency and 125 Assist to Outside Law Enforcement Agencies.

The State House Security Unit is primarily responsible for providing protection and support to visitors, employees and legislators at the New Hampshire State Capitol complex which includes the State Capital building, Legislative Office Building, State House Annex, State Library and State Historical Society.

The State House Security Unit - The mission of the New Hampshire State Police State House Security Unit is to provide high-level security to the State House complex, including the State Capital Building, the Legislative Office Building and the State House Annex. Unit members work with a variety of other agencies to include the State Police Executive Security Unit, the General Court Protective Services Unit, the Concord Police Department and the U.S. Secret Service. This coordinated effort has insured the safety of those who have worked and visited the complex since the Unit's inception in 1998.

Extra Duty Details - *State Police Troopers also provide services as Extra Duty Details. They provide law enforcement services at construction sites, escort oversize loads and perform other designated voluntary commercial assignments that are not related to the regular duties of a sworn employee that are primarily assigned through the Detail Desk within the Field Operations Bureau.*

Office of Highway Safety - The Highway Safety Commander falls under the direction of the Governor and the Commissioner of the Department of Safety as the Governor's representative. The mission is to execute the development and implementation of a statewide highway safety program designated to reduce traffic crashes and the resulting deaths, injuries, economic losses and property damage on the roadways in the State of New Hampshire. The New Hampshire State Police currently have a Captain working within the Office of Highway Safety providing daily oversight and guidance.

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

The Major Crime Unit - The Major Crime Unit's primary responsibility is the investigation of homicides throughout the State of New Hampshire. Aside from these types of incidents, the Unit continues to coordinate and assist in investigations pertaining to other manners of death, officer involved shootings, public integrity, prison escapes and a variety of other violent felony level offenses. The Major Crime Unit is comprised of multiple specialized sections

such as the Cold Case Investigations Unit, Crime Scene Services, Family Services, Missing Persons Clearing House and the New Hampshire State Prison Liaison. Major Crime Unit investigators are tasked with handling some of the most egregious and sensitive cases in the State. Unit members work in conjunction with local, state and federal law enforcement and prosecutorial agencies fostering partnerships based in mutual respect, cooperation and professionalism.

In FY19 (7-1-18 thru 6-30-19), the Major Crime Unit responded to 112 calls for service. This included 24 full call-outs for 21 homicides and three officer involved shootings. The remainder of the calls for service were other death investigations--17 (these investigations included several suspicious and untimely deaths that were later determined to be natural, accident, or suicide), assaults, violent felonies, sexual assaults, drug/firearms offenses, prison escapes and miscellaneous outside agency requests for assistance--71. These numbers do not necessarily reflect the fact that some cases are more manpower intensive than others, and due to suspect prosecution, must be sustained and continually investigated for a year or longer.

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

Cold Case Unit - The New Hampshire Cold Case Unit, a collaboration of the Major Crime Unit and the Attorney General's (AG's) Office, continues its mission of bringing justice and resolution to the victims of New Hampshire's unsolved homicides. The Unit is responsible for investigating over 120 such cases, including a number of historical missing person and suspicious death incidents.

The Narcotics Investigations Unit (NIU) - The Narcotics Investigations Unit investigates all drug and vice-related crimes while maintaining a staff of undercover personnel and specialized equipment, including a state of-the-art wiretap facility. The activities performed by the Unit include undercover and controlled buys of illegal drugs, including marijuana, cocaine, crack-cocaine, heroin and fentanyl and methamphetamine. Working in collaboration with the other law enforcement agencies, some members of the Unit are assigned to task forces to include the New Hampshire Attorney General's Drug Task Force, the U.S. Drug Enforcement Administration (DEA) Tactical Diversion Squad, the DEA High Intensity Drug Trafficking Area (HIDTA) and FBI Safe Streets Gang Task Force.

The Unit investigated a total of 61 cases during this fiscal year. These cases involved marijuana, cocaine, crack cocaine, MDMA, heroin, fentanyl, methamphetamine, oxycodone and other prescription drugs.

During this past fiscal year, NIU continued to battle the opiate epidemic affecting our entire state. NIU, along with many local law enforcement counterparts and federal partners including the DEA and Homeland Security Investigations (HSI), partnered throughout the fiscal year via Operation Granite Shield and other initiatives in an effort to stem the tide of the current opioid crisis.

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

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

The Polygraph Unit - The State Police Polygraph Unit has provided forensic polygraph services to local, state and federal law enforcement agencies since 1970. The Polygraph Unit conducts exams related to crimes which include homicides, sexual assaults, child abuse, drug investigations, burglaries and thefts. The Unit is also tasked with administering law enforcement pre-employment examinations for all New Hampshire trooper candidates as well as other state agencies such as the NH Fish and Game Department, The State Fire Marshal, Marine Patrol, Liquor Commission and Homeland Security and Emergency Management. The Unit also conducts pre-employment examinations for local agencies upon request. The Unit consists of seven members--one commander and six examiners--who travel throughout the State conducting these exams. The Polygraph Unit conducted 145 examinations for the fiscal year 2018-

2019.

The Special Investigations Unit (SIU) – The Special Investigations Unit was created in January of 2018 due to a recognized need for a dedicated group of highly specialized investigators to combat the rise of computer crimes and cyber threats and to investigate other specialized crimes such as financial crimes, organized crime, human trafficking, auto theft and fugitive apprehension. It has been recognized that computers, mobile devices, digital media and social media are involved in almost all investigations in some form. As a result, the Special Investigations Unit is comprised of a team of specialized, highly trained and technically proficient investigators.

SIU members work independently at times, but also spend a great amount of time working in conjunction with a variety of local, state and federal law enforcement agencies. These working relationships have been instrumental in the fostering of partnerships based on mutual respect, cooperation and professionalism. Working in collaboration with other law enforcement agencies, some members of the Special Investigations Unit are assigned to task forces to include the FBI Cyber Task Force and the New Hampshire Internet Crimes Against Children Task Force (NHICAC).

During the 2019 fiscal year, the Special Investigations Unit conducted and/or assisted other local, state and federal law enforcement agencies in approximately 90 investigations. The majority of these cases were cyber related ranging from such things as possession of child sexual abuse images, phishing attempts, e-mail harassment, network intrusion, the forensic analysis of cell phones and computers in support of other investigations and a variety of other cyber related crimes.

The Justice Information Bureau **-** The mission of the Justice Information Bureau (JIB) has transitioned from the Support Services Bureau into a Bureau with a majority of its role tasked with Criminal Justice Information Services (CJIS) and oversight in project management. The JIB will maintain continued efforts in ensuring troopers in the field have reliable tools and the technology necessary to provide critical services to the citizens and visitors of New Hampshire. No less important is providing the tools and technical support to the civilian staff of the Division so they can provide services to both internal and external customers. The Justice Information Bureau is comprised of the following Units, Sections and Systems:

- *Criminal Records Unit*
- *Criminal Justice Information Services / Security*
- *Headquarters Communications Unit*
- *J-One*
- *National Crime Information Center Unit (NCIC)*
- *National Law Enforcement Telecommunications System (NLETS)*
- *National Incident-Based Reporting System (NIBRS)*
- *Permits & Licensing Unit (NICS)*
- *Sex Offender Registry Unit (SOR)*

The Justice Information Bureau is dedicated to continued improvement and embraces these challenges as well as the persistently changing environment of personnel and technology presence.

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, 162,372 CHRI requests were disseminated. Additionally the Criminal Record Unit received 111,334 CAAFF's (Complaints as Accepted for Filing), 122,916 court dockets, 5,718 annulments from New Hampshire Courts, with 77,646 criminal and applicant ten-prints being processed by the Central Repository. This rating period, the Criminal Record Unit underwent a work flow reconfiguration to improve overall Unit efficiency and customer service. The Unit is now consistently reporting a two to three business day average turnaround time of a requested criminal record check, has defined processing expectations in all mission areas and has been meeting or exceeding these expectations since December of 2018.

Uniform Crime Reporting - During this reporting period, the Uniform Crime Report (UCR) Section has received from the state, county and local law enforcement agencies, 45,333 crimes reported within the 43 National Incident Based Reporting System (NIBRS) categories. The recently upgraded NIBRS Reporting Repository has received FBI certification to report the State's crime statistics. All but nine of the State's law enforcement agencies are NIBRS reporting, with the UCR Section reporting for the remaining nine agencies.

The Communications Unit - The New Hampshire State Police Communications Unit is considered, for the most part, a centralized dispatch center and is currently staffed out of two locations. The two locations include Department of Safety's Incident Planning and Operations Center (IPOC) in Concord and Troop F located in Twin Mountain. Communications personnel are responsible for dispatching all personnel assigned to Headquarters, Troop A, Troop B, Troop C, Troop D, Troop E, Troop F, Troop G, Marine Patrol, Bureau of Liquor Enforcement, Office of the State Fire Marshal, the Department of Natural and Cultural Resources and Fish and Game. The State Office Complex Police Force dispatches for Campus Security. The Unit is the after-hours provider for other state agencies such as the Bureau of Emergency Management, Attorney General's Office and the Medical Examiner's Office and maintains electronic lines to the National Weather Service Alert System, Emergency Alert System (EAS) and Seabrook Power Facility.

The Unit is also responsible for receiving all nationwide law enforcement electronic messages. This 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) 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 Unit can provide an immediate printout of all calls received within the Division.

The Communications Unit is also the central location for activating Amber and Silver alerts. The Unit provides support through Emergency Support Function 13 (ESF-13) Law Enforcement to Homeland Security Emergency Management during natural disasters, critical incidents and training exercises.

During this year, Headquarters Communications ran short-staffed. Unit members tirelessly assumed additional shifts to cover vacancies and ensure the safety and welfare of all the citizens within New Hampshire as well as our personnel. True professionalism can be seen in all of the Communications Specialists and Supervisors within the Division of State Police.

Total Calls for Service (CFS): 77,418

J-One – The need for an integrated criminal justice solution was first identified in the *CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS) MASTER PLAN* developed in 1995 by the consulting firm Maximus. An integrated CJIS project was initiated in 2001. It was renamed *J-One--One Network Environment for Justice*--a few years later. *The State of New Hampshire Criminal Justice Information System User Requirements Document,* released February 28, 2002, identified over 100 CJIS Events that could/should be automated.

The mission of the J-One project has been to "capture criminal justice information at its source and to share that information electronically with all interested and authorized criminal justice partners".

Goals have included:

- Reducing redundant re-keying of information from paper documents into isolated information silos,
- Reducing errors inherent in that manual paper process,
- Accurate and reliable data in CJIS repositories, which in turn will lead to more accurate statistical data, historical trend analysis and forecasting,
- Leading ultimately to better criminal justice resource management and increased safety for the people of New Hampshire.

J-One presently is a combination of differing technologies, both custom and vendor provided solutions.

- J-One: Data transmission system that includes E-Ticket, E-Complaint, E-Citation, Live Scans (Electronic Fingerprint Based - Background Checks) and Intoxilyzer(s). *45 towns* currently running eCrash with continued growth with expansion throughout the State.
- Continuous progression throughout the state with additional municipalities added to the e-suite environment.
- *26 towns* are currently running all three e-Suite initiatives (eCrash, e-Ticket, e-Citation).

o RMS/CAD: Vendors Oral Presentations are completed — Scoring phase is complete, with decision forthcoming. Continued follow-up questions remain throughout project scope to establish award/designate vendor and infrastructure design. These are ongoing logistics as the state prepares for contract award with designated vendor.

o Intoxilyzer 9000 Project: New COBRA software implementation is complete and statewide rollout has begun with new instruments as well as establishing VPN connectivity with identified server. Connectivity phases are underway. All State Police sites have all been connected successfully. We will continue these efforts with the various municipalities--108 site locations.

o AFIS – LiveScans: The IDEMIA Contract was approved by Governor and Council as of May 1, 2019. The state has entered into a purchase agreement with IDEMIA to purchase 44 Windows-10 OS Ruggedized LiveScan Stations to replace existing XP platform-based LiveScan Stations presently deployed at law enforcement and correctional facilities throughout New Hampshire. This will establish balance and promote statewide operations/compliance and coverage for Law Enforcement entities. Customer kickoff meeting and project deliverables took place on May 21, 2019. Continued follow-up and meeting agenda(s) are established with vendor (IDEMIA) on a weekly basis to support rollout and installation phases. Installation and shipment of devices have begun throughout the state. The project expected completion date is early October 2019.

J-One is currently undergoing a revitalization to increase the number of local law enforcement agencies participating in eCitation, eComplaint and eCrash filing. This includes a new logo and marketing materials, visibility of the team through on-site visits and trainings and promoting officer and public safety.

Collaboration between J-One and the courts will result in an implementation schedule of more than 21 agencies by the end of 2019.

The J-One team continues to grow with the hiring of an Administrator on March 29, 2019. It is anticipated that there will be additional team members hired over the next 12 months to assist with the growth of eSuite participation across the state.

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

Criminal justice agencies across the State are afforded the ability to access the State Police On-Line Telecommunications System (SPOTS). The transmission of this data is over a secure network and provides the most up-to-date information on those being sought by police. The system is currently deployed to 224 criminal justice agencies across the State.

During fiscal year 2019, Unit personnel provided specialty instruction to approximately 592 students from law enforcement and criminal justice agencies throughout the State, including dispatchers, police officers, administrative personnel, new recruits, corrections officers and court personnel. Unit employees must ensure that SPOTS certifications for approximately 4,184 sworn and civilian personnel are maintained and current. In addition to being trained, an agency wishing to gain access to SPOTS via a desktop or laptop must obtain a license for the software. The Unit currently manages 745 Open Fox Messenger licenses.

Personnel continue to see an increase in the number of warrants being issued by superior and circuit courts. The NCIC unit has seen an increase of 6% in overall In-state Warrants over last year.

The Permits and Licensing Unit performs background checks on individuals applying for non-resident concealed pistol licenses, armed and unarmed private investigator licenses, armed and unarmed security guard licenses, armed and unarmed bail bondsman licenses and for certificates of competency for the use of explosives. The Permits and Licensing Unit also issues licenses for explosives and fireworks storage facilities throughout the State. These storage licenses are issued only after successful inspections are performed by personnel from the State Police Explosives Disposal Unit. During this reporting period, the Permits and Licensing Unit issued 6,751 licenses. Of those, 4,580 were for non-resident concealed pistol licenses, this is 5,879 less licenses than FY ’17-’18 which represents a 56% decrease in volume. Also represented in the overall license issuance are 161 licenses for the sale, use, purchase, transport and storage of explosives and fireworks, 1,794 individual armed and unarmed licenses and 101 agency licenses.

The State Police Gun Line is operated within the Permits and Licensing Unit and received 51,446 calls from Federal Firearms

Licensed dealers requesting background checks on New Hampshire residents purchasing handguns commercially during this fiscal year with 557 of those attempted purchases being denied due to federal and/or state statute. In addition, the New Hampshire Court System requested 334 background checks on pending motions for the return of firearms after a seizure due to the issuance of a domestic violence or stalking order. During this fiscal year, the Permits and Licensing Unit collected $582,520 in revenue, that is a 41% decrease from FY '17-'18 revenue primarily due to the elimination of the concealed weapons license within the State of New Hampshire in 2017.

The Sex Offender Registry Unit is responsible for maintaining the database of all registered sex offenders within the State of New Hampshire. Offenders are required to register with their local police departments either quarterly or semi-annually. In addition they are required to report any change in their personal information within five business days, including temporary addresses, vehicles, telephone numbers and e-mail accounts. That information is sent to the registry for daily updates. The New Hampshire State Police Sex Offender Registry receives an average of 250 forms per week to be entered. Those updates are made on a weekly basis to the State Police public website. This information includes a current warrant list and updated information on Offender's Against Children (Megan's Law), including the photographs of offenders available to the public. We have on average 200 offenders who are non-compliant each month.

Offenders must pay an annual $50 registration fee. If an offender is indigent, he/she may request a hearing through the Department of Safety Bureau of Hearings, which requires attendance by a sworn member of the Unit. We had an average of 100 offenders who failed to pay their registration fee each month. In order to combat the issue of non-payment, in 2015 we began a collection process to reduce the number of offenders who are failing to pay and attempt to recoup the funds. At the request of the Sex Offender Registry and in accordance with the statute, the Bureau of Hearings required offenders to report in for a hearing on a license suspension when they fail to pay their annual fee. We continue to be successful in this process and as such, during the 2019 fiscal year, collected over $140,000. This collection has reduced the number of offenders failing to pay their fees to an average of 50 per month.

In addition to the registration requirements, the Division of State Police is also statutorily responsible for verifying the address of every sexual offender twice a year. This is done by certified mailings, as well as in-person compliance checks by Troopers. The registry utilizes federal grants to assist with these address verifications. We attempted over 6,500 verifications this fiscal year of which 4,450 were done in person by a Trooper. The remaining were sent certified mail.

The Sex Offender Registry is also responsible for determining the reasonably equivalent offense for out-of-state criminal offenders who move into New Hampshire and to determine if the offender is convicted of more than one criminal episode. If an offender does not agree with the determination made by the Sex Offender Registry, he/she can request a hearing to dispute that determination. The sworn personnel assigned to the Unit handled 160 hearings this past year for either a fee waiver request or equivalent offense dispute and additionally testifies in Superior Court on all Failure to Register charges or any others that require evidence to be presented from the registry.

The Sex Offender Registry continues to grow annually as new offenders are released from prison, move into the state or are located in New Hampshire and notified of their registration requirements. At the end of the fiscal year, there were a total of 6,817 offenders, which is an increase of 410 offenders since July of 2017. Of the total number of offenders, 2,913 are actively registering throughout the state of New Hampshire with their local jurisdictions. The large increase in offenders each year adds to the work of our paralegal who is responsible for gathering all documents for determination of a new offenders registration requirements. In many cases, a new offender is only coming into New Hampshire for a brief visit or temporary work assignment. Our office is still required to prepare and enter that offender even though they may only be active for a week or less. We have a total of 2,526 offenders on the public list under Megan's Law.

The Sworn personnel of the Unit also take an active role in the process of new legislation and testifies for the Department of Safety in regards to how new laws would affect registration and enforcement. As those new laws go into effect, the Sex Offender Registry must stay current with those chang-

es in order to assist local police departments in maintaining offender compliance. This fiscal year, the Department held a statewide training that brought in more than 150 law enforcement officials to learn about the new changes to the registration requirements.

In addition to the Investigative Services Bureau and the Justice Information Bureau the Administrative Major's Office oversees the following Units directly:

The Auxiliary Troopers are certified retired officers who bring a wealth of seasoned experience to be utilized by the Division of State Police. These individuals work on a part-time basis and are assigned to assist with criminal investigations such as in the Cold Case Unit, as well as providing tested experience in specialized Units, such as the Sex Offender Registry, Permits and Licensing Unit and to conduct background investigations of applicants to the Division. The Division also assigns an Auxiliary Trooper to the New Hampshire State House.

Media Relations and Community Outreach – Through the hiring of a Marketing and Public Relations Specialist in June of 2018, State Police Media Relations has expanded exponentially. Many effective initiatives have been collaboratively developed with radio, television and print media outlets to promote public safety. Marketing materials such as banners, press backdrop and podium graphics have been developed to enhance the State Police image. The New Hampshire State Police Social Media Platforms continue to grow with engaging, positive and time-sensitive content shared daily. Real time alerts and updates regarding road closures, motor vehicle accidents, homicide investigations and ongoing incidents are released via social media providing direct information to the public and press.

Community outreach resources have been developed to increase public safety awareness in the State and build community engagement including presentations, attendances at community events and print materials. Relationships with schools, universities, law enforcement agencies, state agencies and various communities have been fostered to administer these strategies.

The Recruitment and Training Unit facilitated the hiring of ethical, talented and motivated candidates and the molding of competent, well-trained Troopers. The Unit also streamlined the processing and subsequent hiring of State Office Complex Police Force Officers, civilians and part-time Marine Patrol Officers.

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

New State Troopers train extensively during their first year of service. Training includes attendance at the New Hampshire Police Standards and Training Council's 16-week police academy, and two separate three-week State Police in-house academies referred to as Field Proficiency Training. Troopers successfully satisfying Field Proficiency Training are assigned a patrol responsibility and participate in a 65-day Field Training Program and then as a Probationary Trooper on solo status. Close supervision and evaluation are critical during the initial phase of a Trooper's career and the Unit is closely involved in the development of an employee through the Field Training Officer Program.

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

The Colonel's Office oversees the following Units:

The Business & Project

SOCIAL MEDIA PLATFORM	# of Followers (As of June 1, 2019)
Facebook (@NHStatePolice)	40,884
Twitter (@NH_StatePolice)	8,737
Instagram (@nhstatepolice)	15,800

Administration Unit - The inception of the Business & Project Administration Unit was on June 10, 2016. The mission of the Business & Project Administration Unit is to direct the business and administrative functions of the New Hampshire State Police. The Unit serves as the authorizing agent and coordinates finances, purchasing, logistics and project management for the Division.

The Business & Project Administration Unit is responsible for:

- Daily Administration including ensuring comportment with all laws, rules, regulations and policies.
- Procurements
- Contract Management
- Budget Management
- Fiscal Management
- Fleet Management
- Facility Management
- Project Management

Business & Project Administration is dedicated to providing customers with service of the highest possible level of quality. In order to achieve this, we are continually improving processes, procedures and standards to ensure we are exceeding customer satisfaction at all times. The implementation of this standard is the responsibility of all staff members.

The Crisis Negotiation Unit (CNU) members responded to 12 calls for service in this fiscal year (2018-2019), which was a decrease of two calls from the previous fiscal year. The nature of the calls ranged from a variety of calls with the highlight being when it convinced the suspect of a homicide to peacefully exit a residence. The CNU dealt with suicidal persons armed with a firearm (3) or knife (1) and rendered assistance to the Special Weapons and Tactics Unit on several arrest or search warrant service calls. The CNU assisted numerous local agencies, the Drug Enforcement Agency and the NH AG's Drug Task Force operations.

The CNU is comprised of seven Unit members: Sergeant Rebecca Eder-Linell, Troopers First Class Jonathan Stephens, Aaron Richards and Kelly Wardner, Troopers Charles Newton, Hawley Rae and Nicole Stone. Troopers Rae and Stone joined the Unit in March 2019. TFC Stephens is the Unit Commander.

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 certain visiting dignitaries to the State.

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

The Forensic Laboratory - The State Police Forensic Laboratory is the sole provider of traditional forensic laboratory services in New Hampshire. The Forensic Laboratory routinely receives and analyzes evidence from over 200 city and town police departments, the State Police and several state law enforcement agencies, including 10 county sheriff's departments, numerous city and town fire departments, and, on occasion, federal law enforcement agencies conducting criminal investigations in the State.

The Forensic Laboratory is comprised of two main laboratory facilities--the Criminalistics Group and the Toxicology Group. Technical services currently offered by the Criminalistics Group include firearms and toolmarks, latent impressions (i.e., finger and palmprints, footwear and tire track), serology, DNA, digital evidence, trace and controlled substances examinations. Technical services currently offered by the Toxicology Group include blood and breath alcohol testing as well as the analysis of controlled substances in urine, blood and other biological samples. Staffing levels include a total of 50 criminalists, administration and support staff that has enabled the Forensic Laboratory to become a state-of-the-art facility with highly trained and experienced specialists in each discipline. The Forensic Laboratory underwent an intensive assessment to new ISO 17025 standards during FY2019 and was successful in achieving re-accreditation by the ANSI National Accreditation Board (ANAB) for the next four years.

Concurrent with widely publicized increases in overdose deaths, the Forensic Laboratory continues to analyze samples submitted as suspected heroin that either contained fentanyl mixed in with the heroin or no heroin at all—just fentanyl and diluting materials. The amount of methamphetamine cases analyzed not only exceeded previous years, but for the first time, methamphetamine surpassed cocaine as the third most common drug that is analyzed in the Forensic Laboratory, behind fentanyl and pharmaceuticals.

139 new Intoxilyzer 9000 breath testing instruments were de-

ployed throughout the state. The roll out of these instruments and associated peripheral equipment began which allows new technology to be state-wide in a short time frame rather than replace a portion of the existing instruments in subsequent years. The instruments will be also have network connectivity to the Department of Safety in order to provide real-time data acquisition and more timely resolutions of any maintenance related issues with the devices.

While case activity continues to increase, the Forensic Laboratory staff has maintained the central mission of processing cases and providing analytical results of the highest quality to New Hampshire's law enforcement agencies.

The Peer Support Unit - The Peer Support Unit consists of one full-time counselor and six part-time counselors who are sworn members of the New Hampshire State Police. Its mission is to provide confidential emotional support to prevent debilitating stress and promote emotional wellbeing among all Division personnel and their families 24 hours a day.

The Professional Standards Unit of the Division of State Police is responsible for maintaining the Professional Standards of Conduct Manual, conducting administrative investigations regarding complaints made against Division Members, generated both internally and externally, and investigating and reviewing all use-of-force incidents, pursuits and at-fault crashes.

The Professional Standards Unit is responsible for ensuring that all Division Members adhere to the laws of the State as well as the Professional Standards of Conduct.

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

The Terrorism and Intelligence Unit - As part of the New Hampshire Information and Analysis Center (NHIAC), it is the responsibility of the New Hampshire State Police Terrorism and Intelligence Unit (TIU) to collect and analyze intelligence information relating to criminal and terrorist activity and to coordinate the dissemination of this intelligence among state, federal, county and local law enforcement agencies, ensuring compliance with the guidelines set forth within 28CFR, Part 23 of the Code of Federal Regulations and New Hampshire RSA 651-F.

The Terrorism and Intelligence Unit consists of a State Police Lieutenant, who serves as the Director of the NHIAC, one State Police Trooper, two Auxiliary State Troopers, a Supervisory Intelligence Analyst, an Intelligence Analyst, a Program Assistant, and an Administrative Secretary. All personnel in this Unit are assigned to the NHIAC, with the exception of the Trooper, who is assigned to the FBI's Joint Terrorism Task Force (JTTF).

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

The Intelligence Unit continues to be the Division's liaison with the Financial Crimes Enforcement Network (FinCEN), the 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 Enterprise Portal (LEEP), the Homeland Security Intelligence Network (HSIN) and the Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI) in conjunction with FBI's eGuardian portal.

In Fiscal Year 2019, the Unit continued its presence in the New Hampshire Office of the FBI by assigning a Trooper to the FBI's Joint Terrorism Task Force (JTTF). The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity within the state.

The Terrorism 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. NHIAC Analysts maintain nationwide situational awareness through the HSIN SitRoom.

The Terrorism and Intelligence Unit is also an active participant of the New England State Police Administrative Compact (NESPAC) intelligence working group. TIU Analysts also participate in a bi-weekly analytic chat on HSIN with Analysts assigned to fusion centers in the Northeast, the Northeast Regional Intelligence Group (NRIG).

Information/Intelligence Processing: The Terrorism and Intelligence Unit receives information from numerous law enforcement sources across the country and reviews this information to determine the relevancy to New Hampshire law enforcement. Depending on the relevancy, information is then disseminated to the appropriate stakeholders, stored or discarded if it does not meet the storage requirements of 28CFR Part 23 or NH RSA Chapter 651-F.

The Terrorism and Intelligence Unit is charged with processing criminal intelligence reports and coordinating with agencies for timely submissions of information related to Granite Shield. During FY 2019, the TIU received and processed 828 intelligence reports and processed 1,328 target submissions related to Granite Shield. Tips and leads regarding criminal activity or wanted subjects are monitored and reviewed by the TIU. Tips and leads are phoned in or sent to the Investigative Services Bureau via the State Police web portal. The TIU is responsible for vetting the information and forwarding the information to the appropriate jurisdictions for investigation. During FY 2019, the TIU received and processed 224 tips/leads/SARs.

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. The TIU has trained a total of 288 Troopers and 418 other law enforcement officers from 135 agencies as of fiscal year-end 2019.

Information Dissemination and Requests for Service: Two of the primary missions of the Terrorism Intelligence Unit are sharing information and handling requests for service in the form of case support for law enforcement investigations at the state, local and federal level. These responsibilities are conducted in association with the duties of the Information & Analysis Center (see IAC section for additional information.

The New Hampshire Information and Analysis Center provides an integrated, all-crime and all-hazards, information sharing network to collect, analyze and disseminate information derived from multiple sources to stakeholders in a timely manner, to protect the citizens and the critical infrastructure of New Hampshire, while ensuring the protection of civil rights and civil liberties.

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

The center was created by legislation passed in May 2010. It began operations in August of that year. It is a cooperative effort between the Divisions of State Police and Homeland Security and Emergency Management under the NH Department of Safety. The center is housed at the State Incident Planning and Operations Center on the grounds of the NH Fire Academy.

The center monitors information from a variety of open and classified sources. Information and intelligence that is obtained by NHIAC personnel, whether through proactive efforts or the flow of information into the center, is evaluated and analyzed to determine if it is an indication of possible terrorist or other illegal activity, or a natural or human-caused threat to the citizens or infrastructure of New Hampshire. The information is then shared in the form of alerts, warnings, notifications, and situational awareness reports with the appropriate law enforcement, emergency management, critical infrastructure, or private sector organizations. The intent is to prevent activity that would threaten the safety and security of the citizens and critical infrastructure of New Hampshire, while ensuring compliance with the guidelines set forth within 28 CFR Part 23 of the Code of Federal Regulations and New Hampshire RSA 651-F.

The NHIAC consists of a State Police Lieutenant, who serves as the Director of the NHIAC, a Homeland Security & Emergency Management Administrator II, who serves as the Deputy Director of the NHIAC, two Auxiliary State Troopers, one State Police Supervisory Intelligence Analyst, three

Department of Safety Analysts, one Administrative Secretary, one GIS Analyst and one part-time Program Assistant. In addition, there is one Intelligence Officer from the U.S. DHS, Office of Intelligence and Analysis, two FBI analysts assigned part time to the IAC, a NE HIDTA Drug Intelligence Officer, a NE HIDTA Public Health Analyst, a National Guard Counterdrug Analyst and five Intelligence Liaison Officers (ILO) from local law enforcement agencies and one Fire ILO that work on various levels with the NHIAC. As was previously mentioned in the TIU section of this document, there is significant crossover regarding personnel assigned to the TIU and the NHIAC. The sole member of the TIU not assigned to the NHIAC is the State Police representative on the NH JTTF.

Intelligence and Information Liaison: The NHIAC maintains links to local, state and federal agencies throughout the nation and world, including INTERPOL, the Department of Homeland Security Office of Intelligence and Analysis, the United States Attorney's Anti-Terrorism Advisory Council (ATAC) and the FBI's New Hampshire Joint Terrorism Task Force (JTTF). A Trooper from the State Police Terrorism and Intelligence Unit is assigned to the FBI's New Hampshire JTTF and serves as the liaison with the Center. The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity within the state.

In addition to maintaining links with the above agencies, the NHIAC is also the state's liaison with nationwide information/intelligence sharing portals, including the Homeland Security Intelligence Network (HSIN) and the FBI's eGuardian portal. The HSIN portal communications system delivers real-time interactive connectivity among state and local partners and with the DHS Homeland Security Operations Center. The FBI's eGuardian portal serves as a system of sharing suspicious activity reports related to terrorism to the FBI for follow-up, analysis and possible further investigation if deemed necessary.

Information Dissemination: At present, the NHIAC provides critical terrorist/criminal updates and officer safety and all hazards information to approximately 673 federal, state, county and local public safety and private sector agencies through an Internet based e-mail system. Products are disseminated to appropriate stakeholders on a need-to-know basis. The NHIAC is also integrated into the national network of 79 fusion centers which have the capability to share information horizontally and vertically with partners at the local, state, tribal and federal levels.

In fiscal year 2019, the NHIAC disseminated 358 intelligence, officer safety and situational awareness bulletins to NHIAC stakeholders through this system. This includes the Daily Information Brief for Law Enforcement stakeholders, the Bi-Weekly All Hazards Digest for all NHIAC stakeholders and special bulletins of a time-sensitive nature, which are disseminated as needed. A new product line geared towards public health/healthcare sector partners was developed in FY 2018, with the first product being disseminated in November 2018.

The NHIAC prepared 25 topic-related analytical assessments. These products included the regularly distributed monthly Drug Monitoring Initiative (DMI) products (public version and Law Enforcement Sensitive version) and the quarterly NH Bomb Squad Incident report. Also during FY 2018, the NHIAC produced the first annual State of New Hampshire Threat Assessment. This product covered the areas of General Crime (Drugs, Gangs, Terrorism and Cyber), Natural Hazards and Public Health.

The NHIAC conducted 19 special event assessments and disseminated the finished products during fiscal year 2019. The NHIAC will continue to conduct outreach to agencies in communities with large scale special events or events of special significance, to conduct event assessments and provide a finished actionable product to stakeholders prior to the event. These products are intended to assist officials involved in event security planning with providing a

FY 2019 NHIAC STATISTICS	
Information Sharing Agreements	**673 Total**
All Hazards	**346**
Law Enforcement	**327**
NHIAC Bulletins Disseminated	**358**
NHIAC Special Event/Analytic Assessments	**19**
Requests for Service Received & Processed	**1,764**

safe and secure event environment for all attendees.

Requests for Service: One of the primary missions of the NHIAC is responding to requests for service (RFS) from local, state, county and federal agencies. The majority of the requests for service are in the form of case support for law enforcement investigations. Depending on the type of investigation, the case support provided by analysts may require days, weeks and sometimes months to complete. All Hazards requests for service are most often in the form of information dissemination and support to Critical Infrastructure in New Hampshire.

In FY 2019, the NHIAC responded to 1,764 requests for service in reference to 4,058 entities including persons, vehicles, phone numbers, etc. NOTE: Some requests do not involve entities, but rather are requests for information dissemination.

In addition to requests for service, NHIAC Staff received and processed 299 requests for drug investigation deconflictions on 695 targets.

Critical Infrastructure Protection: One NHIAC analyst is assigned to work with the State Critical Infrastructure Protection Program (SCIPP). The SCIPP includes maintaining and updating the state critical infrastructure list, performing site assessments, recording and entering information collected into databases according to Protected Critical Infrastructure Information (PCII) requirements and outreach to infrastructure owner/operators in the public and private sectors. The Critical Infrastructure analyst works very closely on these endeavors with the DHS Protective Security Advisor assigned to New Hampshire. The ultimate goal of the SCIPP is to enhance resiliency of all NH Critical Infrastructure and Key Resources.

Protecting Civil Rights and Civil Liberties: The NHIAC 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 disseminated or entered into a database. The NHIAC ensures that there is a criminal predicate involved and that the information is reevaluated periodically and deleted when it becomes stale or has been proven not to be useful.

Activities are guided in this regard not only by the provisions of 28 CFR Part 23, but also by RSA Chapter 651-F, New Hampshire's more stringent personal privacy statute. Whichever statute provides the most protection for personal privacy in a particular case is the one that takes precedence. The NHIAC has also adopted its own privacy policy which is available on the NHIAC website.

Oversight of the NHIAC is provided by the Assistant Commissioner of the Department of Safety, the Advisory Council on Emergency Preparedness and Security (ACEPS) and its Intelligence Subcommittee and periodic briefings to a group of individuals consisting of legislative representatives and representatives of the Attorney General's Office and the New Hampshire Branch of the American Civil Liberties Union. In addition, the Assistant Commissioner of the NH Department of Safety conducts an annual in-depth review of the NHIAC to verify its compliance with the statutes and regulations that govern its operations.

NHIAC Initiatives: During FY 2019, the NHIAC implemented an organizational change by creating a Watch Office where all of the day to day duties are performed, to include but not limited to: situational awareness related to critical incidents, case support and tip/intelligence intake and processing. Previously, most of these duties were handled by the three analysts on a weekly rotating basis. This did not allow for much strategic analysis and production to take place. With the implementation of a Watch Office, one analyst was assigned full time to the Watch Analyst/tactical role, while the other two analysts were assigned full time to the strategic role and divided up the subject matter areas. This allowed for the first annual State of NH Threat Assessment to be produced and for other product lines to be developed.

In addition to the organizational change of creating the Watch Office, the NHIAC also created a civilian Deputy Director position in 2018 which was filled in December. With that change, the Supervisory Intelligence Analyst position took over the supervision of the Watch Office and analytical duties, which allows for three analysts to focus on strategic analysis. Due to staffing changes and vacancies, we have not been able to fully implement our strategic goals but are confident that with filling vacancies in CY 2019 we will make great strides in strategic analysis and product development.

The NHIAC also made great strides in making connections with stakeholders in the Public Health/Healthcare sector via outreach con-

ducted by the Homeland Security & Emergency Management Analyst assigned to the subject matter area of Public Health.

Also during FY 2019, the NHIAC stood up the interactive Drug Monitoring Initiative (DMI) viewer online through the hard work of our GIS Analyst assigned to the IAC. In an effort to keep the most up-to-date information available to the end user, the IAC developed an interactive DMI viewer that contains the most current tables, charts and maps the IAC has on hand. Information that is the most valuable to the end user can be viewed in detail. The IAC has received overwhelming positive feedback and nationwide recognition on the viewer from numerous sources, including DMI experts in New Jersey where the DMI was first created and from Esri, which is the software program utilized to create the DMI viewer. The viewer can be accessed by clicking on the image seen below on the NH Bureau of Drug and Alcohol Services website: https://www.dhhs.nh.gov/dcbcs/bdas/data.htm

New Hampshire Drug Monitoring Initiative

New Hampshire Information & Analysis Center
Pone: 603-223-3859 Email: NH.IAC@dos.nh.gov Fax: 603-271-0303

With cyber security continuing to be a major concern in the United States, the NHIAC has been working to develop and strengthen relationships with our cyber partners throughout the state in both the public and private sector. During FY 2018, the NHIAC released several joint cyber information sharing products with the NH Cyber Integration Center (NHCIC) and plans to continue furthering the information sharing relationship with the NHCIC. NHIAC staff also participated in a multi-phase New Hampshire cyber exercise involving state, local government personnel and private sector participants.

Future Directions/Challenges: During calendar year 2019, the NHIAC will continue to fulfill its mission of serving as the focal point for the collection, analysis and dissemination of information relative to criminal activity, threats (natural or human-caused) or attacks of a terrorist nature within and against the State of New Hampshire, its citizens or infrastructure. Specific goals to further this mission are outlined below.

• The NHIAC will continue to expand its network of public safety and private sector relationships to enhance statewide information sharing relating to natural or human-caused threats to the state and to increase the reporting of suspicious activity and the detection, mitigation and prevention of terrorist acts. Specifically, NHIAC staff will continue to expand the Fire/EMS network through the Fire/EMS Liaison Officer and the private sector network through the all hazards Analysts.

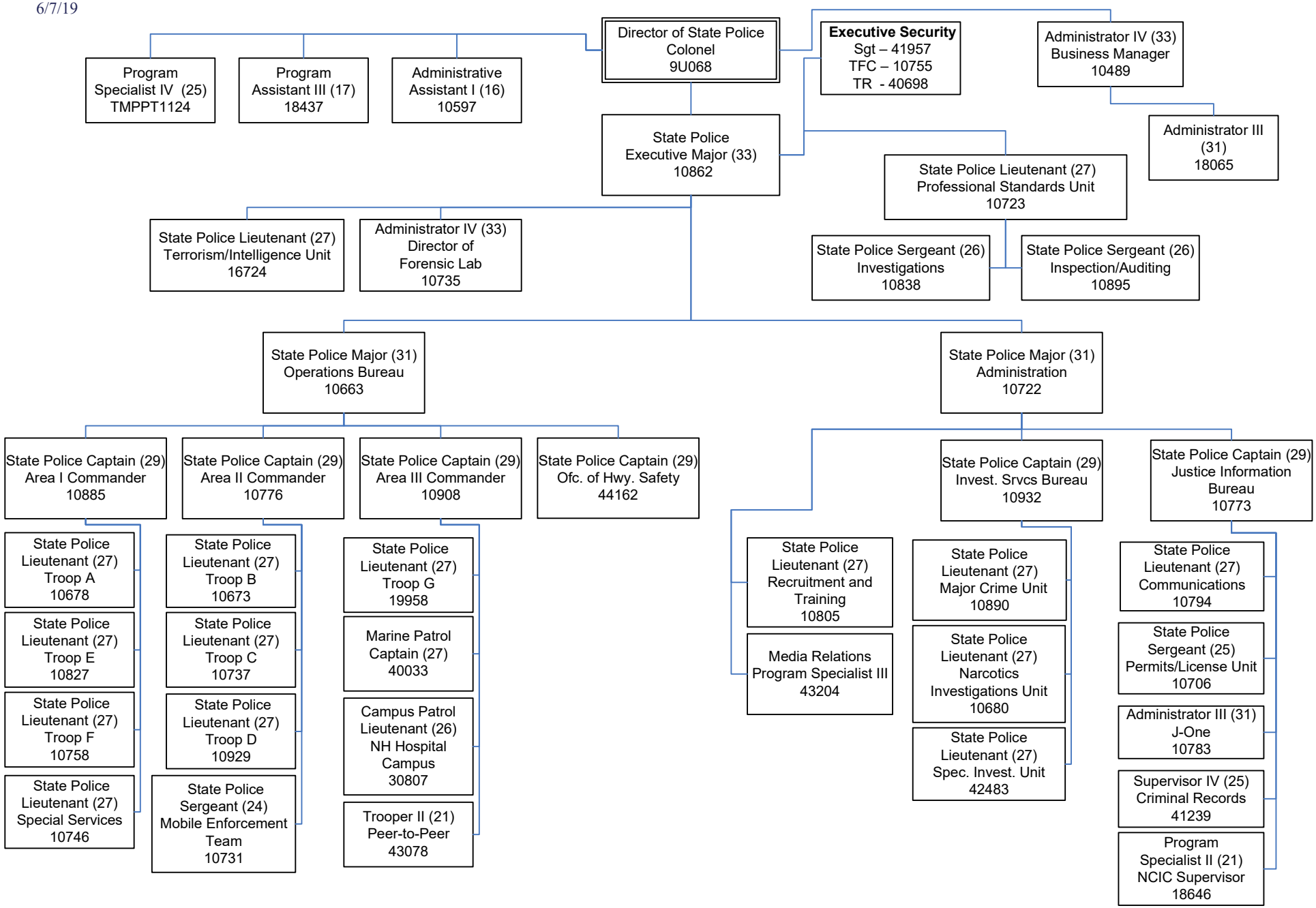
• Analysts will also work to expand the school safety and leadership networks for information sharing related to school threats and safety measures.

• Lastly, the NHIAC plans to fill a vacant Analyst position, which will allow for more strategic analysis to take place and for more subject matter focused analytic products to be released to stakeholders.

DIVISION OF NEW HAMPSHIRE STATE POLICE

ORGANIZATIONAL CHART

6/7/19



DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

Director Jennifer L. Harper

MISSION STATEMENT

We serve as the personal representatives of the Governor of New Hampshire and coordinate State resources during declared emergencies, and serve as the Governor's liaison to the federal Department of Homeland Security and the Federal Emergency Management Agency. We maintain a constant lean forward posture to ensure that the State receives timely awareness of actual and potential human-caused and natural disaster and maintains the capability to respond to them whenever and wherever they occur.

In fiscal year 2019, the Division of Homeland Security and Emergency Management...

- awarded 61 emergency management performance grants totaling $1,511,146.00;
- awarded $178,924 in hazard mitigation grants;
- awarded $235,998 in pre-disaster mitigation grants; and
- activated the State Emergency Operations Center seven times, including the coordinated response to three weather incidents, a hospital evacuation, the NASCAR event in Loudon and two exercises.

DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

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

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

HSEM's staff of 42 full-time and 31 part-time employees forms the core of the State's emergency response organization and operates the State Emergency Operations Center (SEOC). During major disasters, the SEOC is augmented with liaisons from a variety of state, federal and private sector agencies.

HSEM is organized into four functional areas: Administration, Operations, Planning, and Field Services.

In fiscal 2019, the SEOC was activated 7 times in response to disasters, special events and exercises or drills.

Two Presidential Disaster Declarations - On June 8th, 2018, President Trump declared two major disasters in New Hampshire due to the March 2-8, 2018 severe storm and flooding in Rockingham County and the March 13-14, 2018 severe winter storm and snowstorm for Carroll, Rockingham and Strafford Counties,

Administration

The Administration Section includes the office of the director, business and finance, the school readiness program and the community outreach office. Administration provides the overarching leadership and direction for the Division. By statute, the Director of Homeland Security and Emergency management reports to both the Governor and the Commissioner of Safety.

The Business and Finance team is responsible for budgeting, purchasing, accounts payable, accounts receivable, and financial reporting for state and federal funds as well as coordinating human resources and payroll for the Division. This team is staffed with three full-time personnel.

The Community Outreach Office is responsible for public messaging, division branding, and preparedness education. The community outreach office manages the HSEM social media accounts on Facebook, Twitter and Instagram, the HSEM website, ReadyNH.gov, the HSEM Resource Center website and the State's School Safety Preparedness Resource Center. Also, the community outreach office manages Ready the Prepared Puppy – HSEM's preparedness mascot. This office is staffed with one full-time community outreach coordinator, a part-time program specialist II and two part-time program assistant IIs.

During a State Emergency Operations Center activation, the community outreach office staffs the Emergency Support Function (ESF) #15 public information desk.

The School Readiness Program is tasked with increasing the safety and security of New Hampshire's schoolchildren, the State's most precious asset. The Program accomplishes this mission by providing voluntary assessments of Kindergarten through grade 12 schools in NH. The assessments evaluate three physical security capabilities: surveillance, access control, and emergency alerting. These capabilities are effective in increasing physical security at schools and serve as a starting point for security measures. These capabilities are most effective when they are employed together as they form the three-pronged response to a school's security profile. One full-time supervisor, four part-time emergency management school trainers, and one part-time program assistant staff the School Readiness Program.

In FY2019, 98% of New Hampshire's public and charter schools have completed an initial assessment and many schools have already been reassessed.

The Governor's School Safety Preparedness Task Force was formed in March of 2018 and tasked with identifying actionable steps that could be taken to ensure NH has the safest schools in the nation. In only 90 days and after more than 1,000 hours of research and discussion, the task force sub-

mitted a report identifying 59 recommendations to help the state of New Hampshire prioritize safety preparedness initiatives. Former HSEM Director, now Department of Safety Assistant Commissioner Perry Plummer chaired the school safety task force. The task force included members of local police and fire departments, the NH Department of Education, students, teachers, school administrators and school board members.

The Governor's School Safety Preparedness Task Force ran alongside the **Public School Infrastructure Fund,** which invested nearly $30 million in state grant funds directly to communities for infrastructure and security upgrades. The grants were intended to target life-safety infrastructure upgrades, security enhancements and fiber-optic connections in New Hampshire schools. Examples of grant projects include critical security improvements such as reinforced windows and doors, state-of-the-art exterior door locking systems and early detection systems.

Operations

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

The Operations Section also is responsible for the Division's fleet vehicles, mobile communications, duty officer program, logistics, Emergency Management Assistance Compact (EMAC), International EMAC, WebEOC, and the Training and Exercise group.

ABOVE: HSEM Operations Chief Bob Christensen gives a presentation during the annual Emergency Preparedness Conference in June 2019. The Operations Section manages and coordinates emergency response efforts and the response to requests for aid from local authorities upon depletion of their local resources.

The Operations Section manages and coordinates emergency response efforts and the response to requests for aid from local authorities upon depletion of their local resources. The Emergency Support Functions within the SEOC are comprised of State, federal, public and private sector partners and other entities that are represented at the SEOC during activations to ensure enhanced coordination of the State's response.

WebEOC is the State's disaster management system utilized to manage large-scale events or disasters and to support or increase public safety information sharing. This is accomplished by providing real-time situational awareness to all entities involved with an incident. WebEOC is used as a gateway to share information between the SEOC and entities at the local, state and federal levels, including critical infrastructure partners. In FY2019, the Operations Section provided 34 WebEOC training sessions for HSEM's response partners and opened 38 WebEOC incidents to share situational awareness.

The Training and Exercise Group works with State and local partners and stakeholders to provide a regional, all-hazards approach to emergency preparedness and management. The group consists of a full-time State Exercise Training Officer (SETO), full-time State Training Officer (STO), three part-time state exercise training officers (ETO), a part-time school exercise training officer and a part-time program assistant support staff member who work together to provide grant- and non-grant-funded exercises and training utilizing the Homeland Security Exercise and Evaluation Program (HSEEP) doc-

ABOVE: Ready films a video with friends for the Dover Fire Department. The Community Outreach Office manages Ready the Prepared Puppy – HSEM's preparedness mascot.

trine. During FY2019, the group facilitated 46 exercises, including workshops, tabletops, drills, training games, functional exercises, and full-scale exercises. During fiscal year 2019, the group facilitated or coordinated 65 trainings.

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

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

- Active Shooter and Secure Campus- These exercises test the emergency response plans, incident management and evacuation/lockdown procedures for a specific discipline. An active shooter event is defined as an individual or individuals actively engaged in killing or attempting to kill people in a confined and populated area. HSEM has conducted these exercises in schools, places of assembly, houses of worship and in a public/private partnership with large retail centers within New Hampshire.
- Bomb Threats- Although a bomb has never been found in a New Hampshire school after a communicated threat, it is imperative that each threat be taken seriously and that each school has a Bomb Threat Response Plan as part of their All-Hazards Plan. These exercises test planning and preparation, threat assessment, shelter-in-place/evacuation, public safety response and searches of the building.
- Evacuation and Reunification- In this type of exercise, school staff are tested on their knowl-

edge and implementation of evacuating students during an emergency to an off-site location where their transportation plan, student accountability, security and reunification site logistics and set-up are evaluated.

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

Field Services

The Field Services Section is responsible for outreach to local communities and state agencies. The Section provides technical and organizational assistance in preparing for, responding to, mitigating and recovering from natural, human-caused, technological disasters and emergencies. The Section is staffed with nine full-time and one part-time personnel who serve the 234 New Hampshire communities.

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

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

Field Services assists with updating Local Emergency Operations Plans (LEOPs). LEOPs establish a framework for local governments to provide assistance in an expeditious manner to save lives and to protect property in the event of a disaster. The purpose of LEOPs is to facilitate the delivery of all types of emergency response activities and to help deal with the consequences of significant disasters. The LEOP outlines the planning assumptions, policies, concept of operations, organizational structures and specific assignments of responsibility to the local departments and agencies involved in coordinating the local, state and federal response activities.

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

The Radiological Instrumentation Maintenance and Calibration (RIMC) Shop provides maintenance, calibration, distribution and training for all state issued radiological equipment for the purpose of protecting New Hampshire citizens against the harmful effects of ionizing radiation. The RIMC shop is staffed with three full-time and one part-time personnel.

Planning

The Planning Section carries out critical administrative and management functions related to federal grants for hazard mitigation, assistance to local emergency management efforts, and disaster aid. The Planning Section is responsible for the development and annual update of the State Emergency Operations Plan, Recovery Annex, State Hazard Mitigation Plan, the Stakeholders Preparedness Review (SPR) and the Threat Hazard Identification and Risk Assessment (THIRA). Additionally, the Planning Section coordinates the state's Radiological Emergency Preparedness (REP) Program.

Radiological Emergency Preparedness Planning has programmatic and coordination responsibility for the REP Program and for supporting the Offsite Response Organization (ORO) for Seabrook Station Nuclear Power Plant. Its mission is to coordinate the efforts of Federal, State, and local governments with planning, implementing, and guiding exercises regarding radiological emergencies while maintaining strong relationships with the Seabrook Station Nuclear Power Plant, the Portsmouth Naval Shipyard (PNSY), the Federal Emergency Management Agency (FEMA), and the Nuclear Regulatory Commission (NRC). This team is staffed by

three full-time employees and one part-time employee.

FEMA recognizes two types of Emergency Planning Zones (EPZ) for planning purposes: the plume exposure pathway EPZ and an ingestion exposure pathway EPZ. The plume exposure pathway EPZ is approximately a 10-mile radius around Seabrook Station, which includes the 17 NH communities in Rockingham County. The ingestion exposure pathway EPZ is approximately a 50-mile radius around Seabrook Station and includes 97 NH communities across Belknap, Carroll, Hillsborough, Merrimack, Rockingham, and Strafford Counties. Additionally, there are three communities that host Reception Centers, at which the evacuated public are monitored, decontaminated, and registered.

The **Threat and Hazard Identification Risk Assessment (THIRA)** identifies specific threats and hazards related to the municipalities and State of New Hampshire as a whole by applying principles and concepts related to threat and hazard groups, sources of threats and hazard information, and the factors to consider for threats and hazard selection.

The THIRA also develops threat and hazard context descriptions and estimates impacts of each threat and hazard. Core capability target statements are then developed from the context and impacts of the hazards, which describes the level of capability a community plans to achieve for each of the 32 core capabilities across the five emergency preparedness mission areas outlined in the National Preparedness Goal (NPG).

ABOVE: HSEM and FEMA staff conduct a preliminary damage assessment in Rye following a storm in March, 2018. Field Services provides technical and organizational assistance in preparing for, responding to, mitigating and recovering from natural, human-caused, technological disasters and emergencies.

The **Stakeholder Preparedness Review (SPR)** assesses current capability levels and how community capabilities have changed over the past year. The SPR determines capability gaps and subsequent approaches for addressing gaps and sustainment needs using the POETE Model (Planning Organization, Equipment, Training and Exercise). The SPR assesses the extent to which relevant funding sources played a role in building and sustaining the capabilities assessed by the capability targets and describe the impact that capabilities built or sustained by FEMA preparedness or

mitigation grants had in real-world incidents over the past year.

The purpose of the **Emergency Management Performance Grant (EMPG) Program** is to assist State and Local Governments and other eligible agencies such as school districts, county agencies, dispatch centers, water precincts, village districts, and critical private non-profit entities, in preparing for all hazards. New Hampshire's EMPG Program focuses on Planning, Organization/Administrative, Equipment, Training, and Maintenance/Sustainment to enhance and sustain all-hazards emergency management capabilities. EMPG funding is distributed through a competitive grant process. There is a 50% match requirement associated with EMPG funds, which may be in the form of either cash (hard) or in-kind (soft) match monies.

In FY 2019, HSEM's Planning Section has awarded $1,511,146.00 in Emergency Management Performance Grants to 51 communities, four state agencies, two school districts, a private non-profit, a county, and two chiefs' associations. The EMPG funds assisted with a variety of projects, including projects related to communications, generators, local emergency operations plans, a waterfront emergency response plan, local emergency operations center enhancements, shelters, school emergency notification, conferences and tactical flight training.

Hazard mitigation is described by FEMA and the Disaster Mitigation Act of 2000 (DMA 2000) as any action taken to reduce or eliminate long-term risk to people and property from natural disasters. Section 322 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), as amended by DMA 2000, provides for States and local governments to undertake a risk-based approach to reducing risks to natural hazards through mitigation planning.

ABOVE: – HSEM staffer Meghan Geoffrion takes notes during a full-scale exercise at Rye Elementary School. The Training and Exercise Group works with State and local partners and stakeholders to provide a regional, all-hazards approach to emergency preparedness and management.

Hazard mitigation plans break the cycle of disaster damage. Every $1 spent on mitigation, saves $6 on future disaster losses. Collectively, mitigation programs, such as those encouraging more stringent building codes, save the American public about $3.4 billion every year.

Local hazard mitigation plans are updated every five years and are encouraged to be reviewed annually or after each hazard event. Hazard mitigation plans are required for receiving types of federal grants. Since 2016, HSEM has the authority to approve hazard mitigation plans at the state level through Program Administration by States (PAS), which is a provision of the Hazard Mitigation Grant Program (HMGP) and maintains the authority to formally approve all local hazard mitigation plans.

During fiscal year 2019, HSEM conducted 31 initial reviews of plans, not including the number of communities that had plans requiring secondary and tertiary reviews, and awarded formal approvals for 41 communities. During the 2019 State Fiscal Year, a total of 202 out of the 234 communities had a current FEMA approved hazard mitigation plan. Two communities did not have a hazard mitigation plan.

The **Hazard Mitigation Grant Program (HMGP)** assists states and local communities in implementing long-term hazard mitigation measures following a major disaster declaration. The program's objectives are prevent future loss of

lives and property due to disasters; implement state or local hazard mitigation planning; enable mitigation measures to be implemented during immediate recovery from a disaster; and to provide funding for previously identified mitigation measures that benefit the disaster area. The New Hampshire Hazard Mitigation Administrative Plan governs how projects are selected for funding. However, proposed projects must meet certain minimum criteria. These criteria are designed to ensure that the most cost-effective and appropriate projects are selected for funding. Both the law and the regulations require that the projects are part of an overall mitigation strategy for the disaster area. In FY19, HSEM , awarded $178,924.50 in HMGP projects.

The **Pre-Disaster Mitigation (PDM)** program provides funds to states, U.S. territories, federally-recognized tribes, and local communities with the implementation of projects and planning prior to a disaster event. The goal of the PDM program is to reduce overall risk to the population and structures from future hazard events, while also reducing reliance on Federal funding in future disasters. PDM grants are funded annually by congressional appropriations and are awarded on a nationally competitive basis. Funding these plans and projects reduces overall risks to the population and structures, while also reducing reliance on funding from actual disaster declarations. PDM grants are to be awarded on a competitive basis and without reference to state allocations, quotas, or other formula-based allocation of funds. In FY19 HSEM awarded $235,998.00 in Pre-Disaster Mitigation Grants

The **Flood Mitigation Assistance (FMA)** program provides funds to states, U.S. territories, federally-recognized tribes and local communities with the implementation of projects and planning that reduce or eliminate the long-term risk of flood damage to buildings, manufactured homes, and other structures insured under the National Flood Insurance Program (NFIP). The long-term goal of FMA is to reduce or eliminate claims under the NFIP through mitigation activities. FMA grants are funded annually by congressional appropriations and are awarded on a nationally competitive basis.

The **Public Assistance (PA) Grant Program** provides supplemental Federal assistance to states and local communities to return an area impacted by disaster to its pre-disaster conditions and function. PA supports initiatives that protect against immediate threats to life, public safety and improved property, the removal of debris as a result of a disaster and the restoration – through repair or replacement – of disaster-damaged structures and facilities.

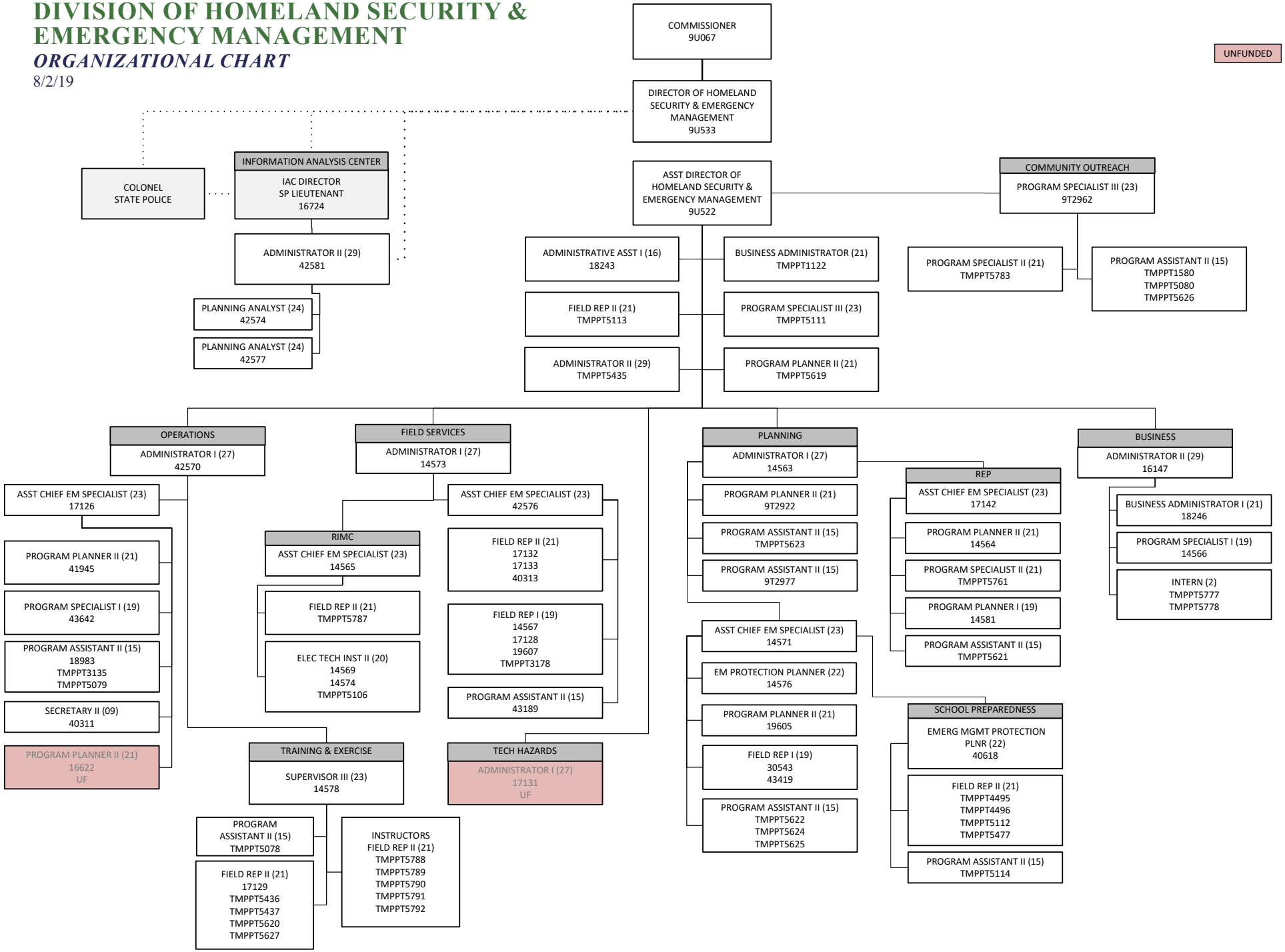
Eligible applicants in NH include state agencies, local governments, and certain private non-profit (PNP) organizations. The program provides emergency assistance to save lives and protect property, and assists with permanently restoring community infrastructure affected by a federally declared incident.

The federal share of assistance awarded will be no less than 75% of the total project cost and is awarded by project. The Applicant is responsible for the 25% non-federal share. PA funds are obligated by FEMA to the State of New Hampshire and the State awards the federal share of the project to the Applicant within a reasonable time frame. In FY2019, HSEM awarded $11,572,613 through the PA program.

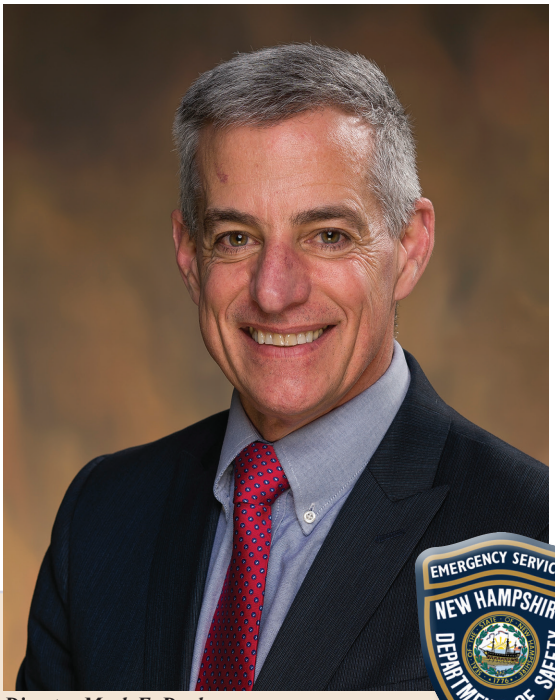
DIVISION OF HOMELAND SECURITY & EMERGENCY MANAGEMENT

ORGANIZATIONAL CHART

8/2/19



DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS



Director Mark E. Doyle

MISSION STATEMENT

To locate, communicate and connect people in an emergency with the help they need.

In fiscal year 2019, the Division of Emergency Services and Communications...

- processed 414,135 E9-1-1 calls consisting of approximately 76 percent wireless, 12 percent VoIP, and 11 percent landline calls, with the remainder unclassified;
- performed 853 exigent requests for law enforcement;
- located emergency sign language interpreters for law enforcement ten times;
- provided quality assurance by reviewing 4,964 medical cases and 9,080 police and fire transfers with an average score of 99 percent; and
- at 75 cents per active line per month, maintained an E9-1-1 telephone surcharge

DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS

The Division of Emergency Services and Communications, under the leadership of Director Mark Doyle, consists of the Bureau of Emergency Communications, which operates New Hampshire's Enhanced 9-1-1 Emergency System, along with affiliated mapping, technical, and administrative roles, and the Bureaus of Radio Communications Maintenance and Interoperability.

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

The Administration Section is tasked with budget and financial transaction oversight, multi-facility and vehicle fleet maintenance, outreach and education, workforce development, projects and planning, general support of the Division's sections (i.e., PSAP, IT, Mapping/GIS, Special Projects, Interoperability, and Radio Communications Maintenance), and legislative in-

ABOVE: A 9-1-1 PSAP Supervisor explains the system for taking calls during a Teen CERT group tour of the IPOC. The Operations Section has two call centers, known as Public Safety Answering Points (PSAPs), located 26 miles apart and offering redundant systems with robust reliability.

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

Outreach and education includes graphics support for many division and department initiatives; media relations; Supplemental Automatic Location Information (ALI) database maintenance; conducting facility tours; outreach presentations to schools, civic groups, and public safety agencies; and a host of other communication projects such as department lean events. In fiscal year 2019, the Section conducted 41 public outreach sessions with schools, civic organizations and other community groups. This section also developed and launched the division's social media presence on Twitter, Facebook, and YouTube.

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

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

The Operations Section has two call centers, known as Public Safety Answering Points (PSAPs), located 26 miles apart and offering redundant systems with robust reliability. These PSAPs are distant enough from one another to ensure survivability of one location in all but the most catastrophic situations. Should one facility become inoperable, all calls will be answered at the secondary facility.

The two PSAPs processed 414,135 9-1-1 calls in fiscal year 2019 consisting of approximately 76 percent wireless, 12 percent VoIP, and 11 percent landline calls. 'Text to 9-1-1' service was implemented in January 2015 and was utilized 268 times in fiscal year 2019. These calls ranged from callers wanting to confirm that texting worked, to an abduction, domestic violence situations, and even a caller reporting the person driving the car she was in was operating under the influence.

The Operations Section performs a large and growing number of complex functions and support services to assist both callers and public safety agencies throughout the State. In fiscal year 2019, Operations performed 853 exigent requests. Exigent circumstance subscriber requests occur when location and subscriber information are requested from a phone provider in a situation where immediate danger of death or serious bodily injury to any person exists. The PSAP supervisor enters the caller's phone number into an online database known as the Local Number Portability Enhanced Analytical Platform (LEAP). LEAP provides the name of the service provider, who is then contacted for subscriber information. In the case of cellular phones, supervisors also request location information of the handset and last use. Prepaid cellular phones pose particular challenges. Often, the phones cannot be located by the provider and subscriber information may be fictitious or missing.

Among the provided services, Operations also locates emergency sign language interpreters for law enforcement, courts, hospitals, etc. Operations performed this service ten times in fiscal year 2019. The Division serves as the contact point for emergency services requiring a foreign language interpreter. In order to facilitate those requests, the Division utilizes Language Line Services. This process was completed 1,418 times in fiscal year 2019 requesting 43 different languages. Spanish was requested the most at 840 times; Swahili was the next closest with 112; followed by 83 requests for Nepali. The majority of the Division's interpreter requests were to process 9-1-1 calls, but many were to assist the emergency services community (i.e. local police departments, fire departments, etc.).

The statewide Emergency Notification System (ENS) was introduced in fiscal year 2012 to both PSAPs and the State. Designated town officials and E9-1-1 supervisors are able to generate a recorded telephone message, e-mail or text to a user-defined geographic area at the request of per-authorized government officials in emergency situations. This system automatically calls and plays a customized message for landline telephones and cellular phones that have subscribed to the service. In fiscal year 2019, the system was deployed 8

times.

Additionally, PSAP call records are maintained by the Division for a period of one year and may be requested by public safety agencies, the legal system, and the public. Once the appropriate paperwork has been filed, the audio recording is prepared and copied to a compact disc. In fiscal year 2019, the Division received 1,076 requests for PSAP call records.

The Quality Assurance Team reviewed 4,964 medical calls in fiscal year 2019. The supervisors reviewed 9,080 police and fire transfers with an average score of 99.66 percent. Transfer times from cellular phones averaged 52.8 seconds and transfer times from landline phones averaged 40.7 seconds.

The Training Unit conducted three 16-week classes for new hires along with one 24-hour Communications Training Officer Certification during fiscal year 2019. Local dispatch agencies were among those who attended those sessions. There were 36 monthly continuing education programs offered for all shifts in both PSAPs.

In April of 2019, the Division attended the New Hampshire Emergency Dispatchers Association (NHEDA) Annual Training Conference. Presentations were given by division staff during the event to highlight the Division's critical functions. The Bureau's 2018 EMD of the Year also attended the conference.

The Technical Support Section's primary function is to maintain and support the Next Generation 9-1-1 call centers along with the 74 remote ANI/ALI workstations deployed across the Carrier over Ethernet (CoE) WAN, which connects to a majority of New Hampshire's 24/7 dispatch agencies. In addition, the Technical Support Section is responsible for support of the administrative LANs, coordination with all vendors, support of building access systems, and coordination with municipalities regarding pertinent Next Generation 9-1-1 systems. Responsibilities include support of the ESF-2 function and the communications role of emergency management, which includes internal systems as well as two public safety mobile command vehicles.

During fiscal year 2018, the Section completed the acquisition of a new Emergency Notification System, continued to upgrade and the network infrastructure and migration of internal systems; migrated to a new email system; upgraded internal systems supporting the GIS functions of the Division.

System Virtualization and Migration – During fiscal year 2018, the Section further advanced the deployment of virtualized systems, taking older systems offline and rolling those systems into the virtualized environment. Additionally, the virtual environment has been expanded and hardened to provide high availability for critical functions. The Division sees in-creased benefits from this conversion including, but not limited to, additional survivability, performance increases, consolidated management, reduced power consumption and an extended equipment use cycle.

9-1-1 Next Generation CPE – During previous fiscal years, the Division submitted two RFPs to acquire systems supporting the future of 9-1-1 emergency service requests and calls. The second RFP was for a NG9-1-1 compliant system to replace the current 'end of life' call-handling systems or CPE. The contract was awarded to New Hampshire-based AK Associates 9-1-1 in March 2016. Both the Concord and Laconia PSAPs were turned live and fully operational during fiscal year 2017. The system is designed to meet currently established NG9-1-1 standards as well as prepare the Division for standards still not yet established by the industry.

Moving into fiscal year 2019, the Section will continue to harden systems, look to finish deployment of a new GIS platform for dispatch centers, upgrade hardware at remote site dispatch centers, implement interstate transfers with Maine and Vermont and look to further enhance the current 'Text-to-9-1-1' service.

The Data Operations Support Section is comprised of three different units dedicated primarily to the maintenance of the E9-1-1 Telephone Automatic Location Information (ALI) Database and the E9-1-1 Geographic Information System (GIS) database. These two databases are mission critical to the operation of E9-1-1, especially in locating cellular calls and are essential for the migration to Next Generation 9-1-1 (NG9-1- 1). They are also the basis of the statewide Emergency Notification System. These units, Mapping and Database and Community Relations, have separate, dedicated tasks but most workflows require daily interactions between the units.

Since 1994, the Mapping Unit of the Data Operations Support Section has utilized Global Positioning System (GPS) technology and GIS software to provide addressing systems and emergen-

cy response maps for communities across New Hampshire. The use of this technology and equipment has enabled this agency to provide accurate location information for wireless phase II locations. Phase II allows 9-1-1 call takers to receive both the caller's wireless phone number and their location information. The call is routed to a call center based on a cell site, sector, or caller location information.

The E9-1-1 GIS database currently contains more than 680,000 locations of addressable attributes such as houses, businesses, hospitals, police stations, fire stations, campgrounds, etc. In fiscal year 2019, the Data Operations Support Section increased the number of fully collected cities, towns and unincorporated areas to 257. This data now includes highly detailed information for all multi-tenant structures in the State. Next Generation (NG) 9-1-1 standards dictate that there is one GIS site feature for each address and that it has a sub-address component that includes designations such as unit, apartment or suite. Currently, the DESC has collected this NG9-1- 1 detailed address information in 188 communities.

The Data Operations Support Section continues to encourage cities and towns to change duplicate and similar sounding street names, as well as to change addresses that are confusing or inconsistent, and has made great strides to that end.

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

Maintenance of the ALI Database requires processing and quality-checking service order activity from more than 20 different local telecommunications providers in New Hampshire. In fiscal year 2019, the Database Unit processed more than 3,000 service order files for a total of more than 179,584 individual transactions.

Together, the Mapping and Database Units maintain and support a critical NG9-1-1 component called the Emergency Service Routing Function and Location Validation Function (ECRF/LVF). The ECRF/LVF is a server that stores all of the GIS data and performs two main functions: determine the correct dispatch center to route a live 9-1-1 call to, and validate the address location of a fixed-location telephone when it is added or changed in the provider data-base.

The Community Relations Unit is responsible for maintaining relationships with local officials at 234 municipalities and 80 local dispatch centers. DESC representatives work on various projects such as GIS data collections, ALI discrepancy resolutions, address conversions, and data quality assurance and quality control procedures. All interactions from the DESC to local officials are directed through these representatives.

In fiscal 2019 the Emergency Notification System (ENS) was replaced with a new cloud-based solution. This solution allows for unlimited calls, texts and emails as well as an unlimited number of sub-organizations and users to the system. There are also unlimited online training opportunities for the state and municipal users. To date, 48 municipalities have signed up for this new system.

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

The next phase will be to reach out to private and charter schools, colleges and universities, and companies and organizations with multi-line telephone systems (MLTS) in an effort to obtain similar data for these types of institutions. In other situations, MLTS is used for multiple buildings with different addresses, even ones that are separated by a large distance, meaning that responders can be sent to the entirely wrong address. Multi-line phone systems should be configured to provide accurate location information so emergency response services can be dispatched to the specific location of the device. Emergency response delays can result when emergency callers

are unable to provide their specific location within a large building or complex to the 9-1-1 dispatcher, either because they are unaware of the exact location or because they are physically unable to convey the information.

The Special Projects & NH VIEWW Section collects 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 Concord and Laconia PSAPs. This data is used by the EMDs to accurately locate wireless E9-1-1 calls for processing to the local public safety dispatch centers. The Unit maintains an inventory of comprehensive maps and data for the PSAPs and local dispatch centers that include highway reference maps, high-incident areas such as Lake Winnipesaukee, and popular recreation areas in the White Mountain National Forest, and other recreation areas.

The Unit maintains location verification for each registered cellular telephone tower in New Hampshire. Verification and maintenance of this information is critical to the accurate location identification of a phase I cellular E9-1-1 call. This is an ongoing program as new cellular towers are installed and updated throughout the State. Annual revisions to previously created comprehensive maps for large dispatch and regional response areas continue to be developed and expanded. These regional maps include information such as hiking trails, recreation areas and emergency helicopter landing areas, in addition to the standard road networks and transportation features.

These comprehensive maps assist EMDs in locating callers using E9-1-1, as well as the local dispatch and response agencies in directing appropriate resources to the scenes of incidents. They have also proven to be a valuable resource for emergency planning and 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. In fiscal year 2019, the Unit maintained and expanded this service to other public gathering event areas throughout the State.

The Unit continues its work with the New Hampshire Trails Bureau to maintain accurate snowmobile trails, which are now part of an annual update process in the northern half of the state. Our cooperative work in fiscal year 2019 has brought us into Hillsborough county. There are now more than 5,000 miles of trails and more than 1,500 addressed trail junctions in the emergency response data system. Many other important locations such as 24-hour accessible wired phones, emergency helicopter landing zones, and landmarks continue to be addressed according to E9-1-1 addressing standards and are added to the geographic database.

The use of all-terrain vehicles (ATVs) is increasing. The Unit continues to work with stakeholders to utilize existing snowmobile mapping standards and trail names to ensure that a trail used in the winter for snowmobiling has the same name as an ATV trail in the summer to reduce confusion among first responders. There are almost 700 miles of OHRV trail and 400 addressed trail junctions in our public safety response data.

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

The Unit continues to assist divisions within the Department of Safety (DOS), including HSEM, with digital and paper displays of response-relevant data during State Emergency Operation Center (SEOC) activations or smaller, more time sensitive issues or incidents throughout the State. The Unit also provides a geographical situational awareness function during those activations in addition to a sustained mapping effort. In continued cooperation with HSEM, fiscal year 2019 maintained the embedded support of GIS in the New Hampshire Information and Analysis Center (NHIAC) where the ongoing efforts of the DESC are leveraged to support day-to-day public safety operations and subsequent issues, as well as geographically-based analytical products for all public safety stakeholders.

The Unit continues to develop and support New Hamp-

shire Visual Information and Emergency Watch Web (NHVIEWW), a web-based interactive mapping interface. In addition to continued deployment across the Department of Safety, NHVIEWW has been deployed to New Hampshire State Police Communications and continues to support the geographic display of statewide hazard mitigation related data and statewide public safety communications infrastructure. NHVIEWW leverages the substantial geographic data collected and maintained by the DESC to visually answer the question "Where?" It contains the foundations for reporting and notification to appropriate public safety groups for increased situational awareness. The system incorporates tools for public safety officials to use for planning and response purposes. The NHVIEWW platform is also allowing agencies to share and maintain geographic data for daily operational use through a single map interface.

The statewide school safety and security mapping project, which produced a consistent, multi-scale paper map set of each of the 485 public schools in the New Hampshire in fiscal year 2013, continues to be maintained as an element of school safety and security programs in cooperation with the NH Information and Analysis center. The map sets are being utilized by local public safety agencies for school safety planning and exercises in both paper and digital formats.

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

The Bureau of Interoperability, managed by the Statewide Interoperability Coordinator (SWIC) is responsible for overseeing the development of interoperability training for first responders; coordination of Emergency Alert messages, plans and notifications from FEMA; coordination of Federal, State and Local communication needs; and coordination and support of exercises between HSEM and first responder agencies at the state, federal, county and local levels. The SWIC also acts as the State Point of Contact (SPOC) for FirstNet, the national public safety broadband network designed for first responders and implemented by AT&T.

ABOVE: Radio Communications Maintenance's primary function is the engineering, installation, preventive maintenance, and servicing of the New Hampshire State Police radio system, statewide microwave backhaul system, and associated support facilities.

The SWIC oversees the Statewide Executive Interoperability Committee (SIEC) which is charged with policy development; frequency coordination and oversight of the roll-out of FirstNet in New Hampshire. The working groups of the SIEC – Operations, Radio Frequency Communications and Data Communications working groups also meet quarterly.

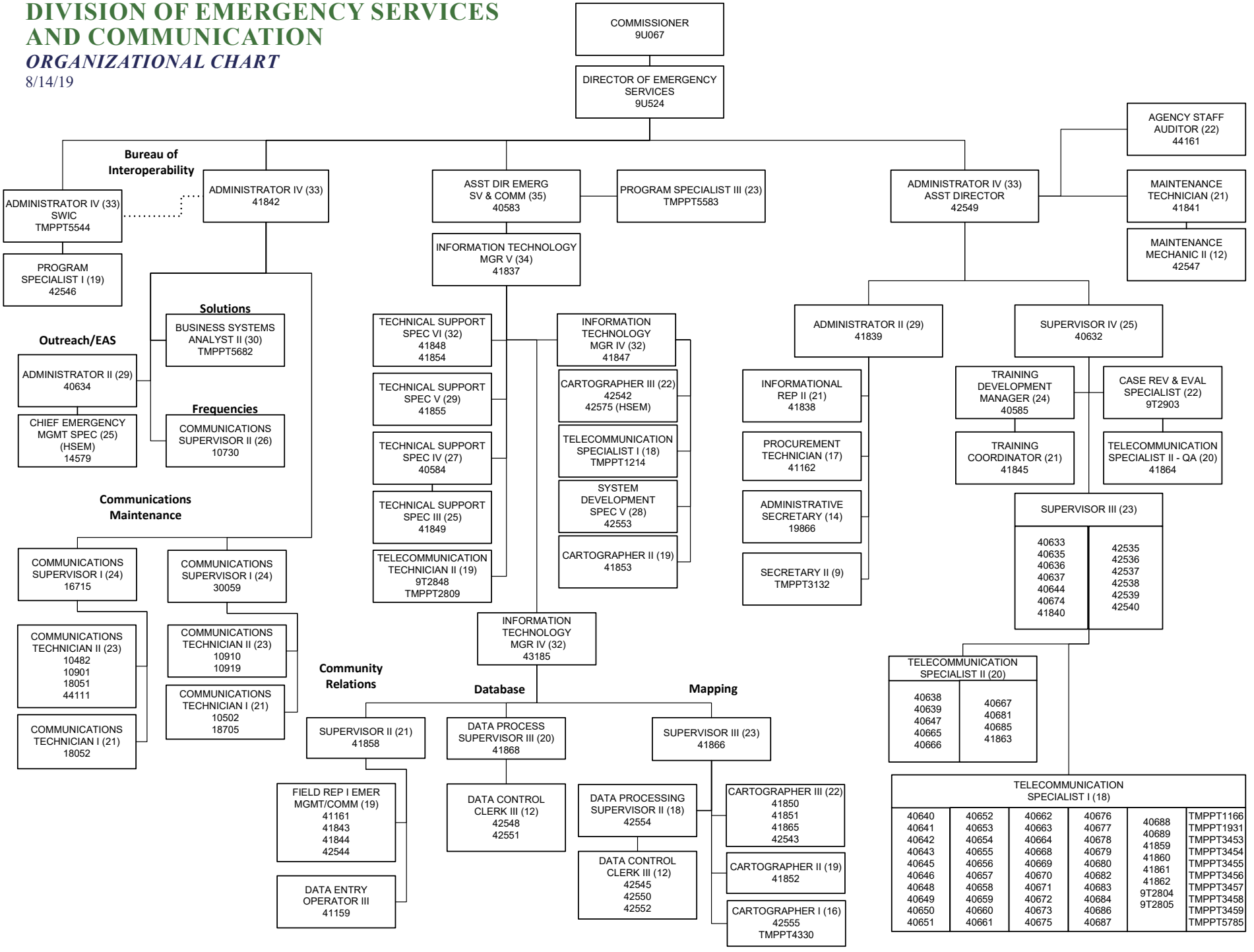
Training has become the priority for the Bureau. The Bureau members are currently involved in the coordination of re-programming several thousand radios for first responders throughout the state through a grant. Training in the use of the designated state interoperability frequency matrix is not only a mandatory component of the grant, but also critically important for our first responder partners in order to achieve interoperable communications during a crisis.

Radio Communications Maintenance's primary function is the engineering, installation, preventive maintenance, and servicing of the New Hampshire State Police radio system, statewide microwave backhaul system, and associated support facilities. The Unit supports two-way radio voice and data communications infrastructure equipment owned or operated by all Divisions within the New Hampshire Department of Safety as well as other state and local public safety partners. Managed facilities include multiple communications dispatch centers, remote mountaintop communications sites, and mobile communications platforms. Unit personnel also provide installation, maintenance, and repair services for multiple generation two-way mobile and portable radios, vehicle emergency lights and sirens, in-vehicle video recording systems, and automated vehicle location devices. Unit personnel participated in numerous significant projects during fiscal year 2019 such as the support of the P25 Communications Upgrade Project and the replacement of a 10' microwave dish on Belknap Mountain. The purpose of the P25 Upgrade Project is to replace all State Police dispatch center hardware along with base radio transmitters located on mountaintops throughout the state and is nearing completion. Staff traveled to Elgin, Illinois in December to witness the factory testing of the new equipment which is entirely internet protocol (IP) based. This upgrade will replace older, hard to repair and maintain equipment which significantly improve the reliability and serviceability to the radio system users and the public. With the hiring of multiple staff members to fill vacancies over fiscal year 2019 the unit was able to replace the 10' microwave dish on Belknap Mountain using our own personnel. This project was originally contracted to a vendor who was unable to complete the work and unit personnel rose to the challenge, completing the project in one week at a cost savings for the division. Unit personnel displayed a high level of teamwork and collaboration during the project, leading to a successful replacement which will last for a number of years over the original installation. Unit personnel performed 439 logged services of vehicles, mobile radios, portable radios, and other work in the garage for fiscal year 2019.

DIVISION OF EMERGENCY SERVICES AND COMMUNICATION

ORGANIZATIONAL CHART

8/14/19



DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

Director Deborah A. Pendergast

MISSION STATEMENT

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

In fiscal year 2019, the Division of Fire Standards & Training and Emergency Medical Services...

- received a Federal Assistance to Firefighters Grant, making it pos-si¬ble to purchase training equipment and materials for firefighters and EMTs; such as a hazardous materials tank rollover prop, digital fire extinguisher trainer, and funding to implement a statewide fire incident reporting system;
- continued assisting communities implement overdose follow-up visits as part of our Substance Abuse and Mental Health Services Administration (SAMHSA) grant;
- enrolled 15,020 students in various courses;
- issued 1,546 certifications; and
- licensed 5,406 EMS providers, 307 services, and 473 ambulances.

DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

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

Since October 2013, Director Deborah Pendergast has led the Division. The Division is comprised of two major functional areas, first responder training and certification and Emergency Medical Services. These areas are linked together by their service to the citizens of the State by keeping New Hampshire's citizens, visitors and emergency providers safe.

The North Country Raymond S. Burton Fire and EMS Training Facility opened in August of 2014. The facility has a burn building, a 50-seat classroom, a smaller classroom, a room for practical evolutions, and a small office maintained by the Site Captain. The facility continues to serve the departments in the North Country as well as other New Hampshire agencies including the Fire Marshal's Office, Homeland Security and Emergency Management, Federation of Forest Fire Wardens, and the Federation of Mutual Aid Districts.

The Division's budget for fiscal year 2019 was $7,514,085. The Division does not use general funds or tax dollars as part of its budget. The Division is funded through a fee charged to insurance companies for motor vehicle records. The fee provides all of the funding for the Division, the Fire Marshal's Office, and a percentage of the Division of Homeland Security and Emergency Management's budget.

The Division oversees all New Hampshire fire and rescue certifications and many first responder training programs, both on-site and in the field, as well as all support services required to fulfill our mission, including clerical services, facility upgrades, general maintenance, and maintenance of a transcript database.

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

Firefighter Entry Level Testing Procedures are conducted by the Division and the results are used by fire departments throughout the State. Written testing indicates a candidate's ability to learn the basic skills of fire training and education. The testing includes a general knowledge test to measure a candidate's ability to read, comprehend, and solve simple math and technical problems. Following a written exam, a candidate must pass the nationally recognized Candidate Physical Ability Test (CPAT). Although the physical agility test does not require any prior firefighting education or background, it does require the candidate to complete an agility course of eight specific tasks that are highly relevant skill sets for firefighting. In response to customer requests, this year we will hold three testing dates for the CPAT; April, June, and September.

Enrollment to compete in this testing process decreased from last year's levels with about 200 people signed up. Fiscal year 2019 saw an increase in female who are eligible to be hired (i.e. from 11 to 16 females) and a decrease in paramedics (i.e. from 24 to 23). Once a candidate has passed the physical agility test, the candidates contact information are placed on a statewide list. This list is distributed to all participating fire departments in New Hampshire. This program is funded by the $150 testing fee assessed to each candidate.

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

Grants are available for: (1) operations and safety, including firefighter training, fire-fighter equipment, firefighter personal protective equipment (PPE), firefighter wellness and fitness and modifications to fire stations and facilities; (2) new vehicles and cus-

tom or stock AFG Program vehicles; and (3) large-scale projects on behalf of regional entities and other AFG eligible partners.

Last year, the AFG was used to purchase a hazardous materials tank roll over training prop, a new digital fire extinguisher trainer, 4 light towers for the north country training facility, and funding to implement a statewide fire incident reporting system for a total of $352,071.

In 2017 the Department of Safety received a grant for $800,000 per year, totaling $3.1 million dollars over four years. This grant funds an innovative approach to reducing unnecessary ambulance calls for opioid overdoses using the Mobile Integrated Healthcare (MIH) EMS protocol. Many national organizations have urged unique approaches to combatting the opioid overdose crisis. Since its implementation, the grant has assisted local communities to implement a follow-up home visiting program to facilitate entrance into treatment, provide emergency training to at-risk individuals and their families, and provide naloxone for use in an emergency. Assistance has included funding, promotional materials, technical support, training, and naloxone.

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

The Division offered the International Association of Fire Fighters (IAFF) Fire Ground Survival Program. This life-saving course was offered to our State's first responders. Addition-ally, current Hazardous Materials team members were offered a much-needed refresher program with the homeland security funding. Other Hazmat programs such as operations, decontamination, and initial technician programs were scheduled to help fill some of the training gaps identified. The staff and instructors worked diligently to offer the many needed programs in a short time frame.

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

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

The Division continually researches best practices and ways to improve the comprehensive statewide EMS system thus ensuring the highest quality of out-of-hospital emergency medical care for everyone within the State. This process of continual review and improvement saves lives.

The Trauma and EMS Information System (TEMSIS) is a statewide electronic patient care record system that provides a critical record keeping service. This system is a secure, web based, mandatory electronic reporting system that is provided free of charge to every licensed EMS service in New Hampshire. The information entered in the system is available to the EMS services, hospitals, and state and national EMS stakeholders with appropriate legal protection for personal health information. This year, there were 305 New Hampshire EMS services with more than 5,500 EMS providers who entered more than 250,000 EMS incident records. Currently, there are over two million records logged in the system.

The New Hampshire Trauma System is managed by the Division in collaboration with system leadership from the Trauma Medical Review Committee (TMRC). Hospitals, ambulance services, and first responder groups throughout the State work alongside the system's leadership to meet and exceed standards set forth for trauma care.

In 2016, the State participated in a voluntary assessment of our capabilities by the American College of Surgeons. From this assessment, recommendations were given to the TMRC. The TMRC has started to implement some of the recommendations, such as developing education for emergency medical service providers about the New Hampshire trauma center lev-

ABOVE: Firefighters work to put out the blaze during training at the regional AARF site in Concord. The Division continued to offer entry level firefighter training as well as specific technical rescue courses.

els and how to use this information to triage patients or decide which hospital is most appropriate. Additionally, it was recommended that FSTEMS devote additional trauma resources at the Division, including a trauma systems manager position. In an effort to fill some of this need, a part time position was created to assist with not only trauma, but also other time sensitive clinical care, such as strokes and cardiac arrests.

New Hampshire currently recognizes four levels of hospital assignment within the trauma system, American College of Surgeon's Levels I and II and New Hampshire's Level III and IV to those actively participating in the system. Members of the TMRC and the Division work together, along with participating hospitals, to continuously improve the delivery of care to seriously injured persons in New Hampshire. The program continues to be successful and there are 11 hospitals with current trauma level designations. This includes one Level I designation (the most advanced), two Level II designations, seven Level III designations, and one Level IV designation. The committee works with many other hospitals in various stages of the process and has committed to reengaging all New Hampshire hospitals for formal participation in the New Hampshire trauma system.

The New Hampshire Patient Care Protocols provide all EMS providers with medical direction. These protocols are living documents developed and drafted by the Protocol Committee of the New Hampshire Emergency Medical Services Medical Control Board in collaboration with the Division. Keeping these protocols up-to-date and relevant takes continuous time and effort. While midcycle changes can occur, they are formally reviewed, edited, and released every two years. The next edition is scheduled for release in late 2019.

The Automated External Defibrillation (AED) Project is one of the Division's most successful projects. AED devices are known to significantly improve the chance of survival in a patient experiencing a cardiac arrest. In July 2002, the New Hampshire Legislature passed Automated External

ABOVE: A firefighter recruit gears up for an exercise during training at the NH Fire Academy in Concord. Training programs span all 10 counties, with approximately 65 percent of the program occurring in the field and the remaining 35 percent held at the Division's campuses in Concord or Bethlehem.

Defibrillator laws regarding the intent, definitions, training, limited liability and an AED Registry to encourage the availability and use of AED devices throughout the State.

Therefore, one of the Division's many goals is to increase accessibility to AEDs in all sections of the State..

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

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

The Division also provides the New Hampshire Division of Emergency Communications (NH 9-1-1) with AED location information for inclusion in their call screen database. When the 9-1-1 Emergency Medical Dispatcher (EMD) receives an emergency call from the assigned phone number, this system prompts the EMD to tell the caller about the location of the AED, if the emergency is a potential cardiac arrest. There are currently 4,081 AEDs registered throughout the State.

The Division also teamed up with the New Hampshire Affiliate of the American Heart Association and the Department of Health and Human Services, Division of Public Health Services to develop a 'HeartSafe Communities' designation program for local communities. The intent is to promote public CPR and recognize the availability of accessible AEDs statewide. To date, there are 37 HeartSafe Communities in the State, and another 2 communities working on the process to be a part of the program.

New and Ongoing Division Emergency Medical Service Initiatives:

(a) The National Continuing Competency Program. This program allows more focused education for EMTs, and in doing so reduces the number of hours needed for recertification. The goal of this program is to focus on competencies in key concept areas rather than simply sitting for a certain number of hours. This has allowed more flexibility to EMS providers and their employers while maintaining quality.

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

This model could make the change from hospital to home easier and more convenient. By collaborating with hospitals, we would be able to provide home visits that are potentially not covered by traditional homecare, monitor patients' medications and weights, and coordinate with their primary care physician. This could be an ideal service growth as many fire and EMS departments have required levels of training and are well integrated into the community.

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

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

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

The fact that residents see relevant value to EMS being better educated and better trained has resulted in a demand that EMS is a greater partner in the healthcare system and not just transportation. Overall, MIH programs where local EMS agencies provide non-emergency care in a different way, such as programs to prevent emergencies or hospital admissions and coordinate patient care help reduce the burden of the overall healthcare system.

(c) Ahead of a Challenge.

The Division has tracked Naloxone (i.e., Narcan) use to identify possible opiate overdoses since 2012. Like all other emergency and healthcare services, we continue to see a steady and sometimes dramatic rise in potential overdose cases. However, the Division wanted to identify whether the Narcan was making a difference and actually saving lives. A calculation method was created to track this metric. The calculation method is called the "Revised Overdose Score (RODS)". Using the RODS metric was enlightening and heartening, and received national recognition. This effort earned the Division an award for EMS Excellence and Innovation in New Frontiers.

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

(d) Naloxone (i.e., Narcan) Project. The Division works closely with the Governor's Office and the Department of Health and Human Services, Statewide Naloxone Distribution and Training Group. The training program was created so that all levels of emergency medical responders and respond-

ABOVE: Director Deborah Pendergast and other officials during the 2018 9/11 Memorial service at the NH Fire Academy in Concord.

ing police officers have access to the training for this potentially life-saving drug in the face of the opioid public health emergency. To date, all Emergency Medical Responders (EMR), EMTs, Advanced EMTs, and Paramedics can now administer naloxone in the field, in addition to 233 licensed police officers

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

New and Ongoing Fire Training Initiatives:

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

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

In fiscal 2019, the Division initiated and sustained programs to increase employee health, to raise awareness of first responder behavioral health issues, and to promote the carcinogen wipes program.

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

ABOVE: A fire fighter with his canine during training for accelerant detection canines and their handlers at the NH Fire Academy in Concord.

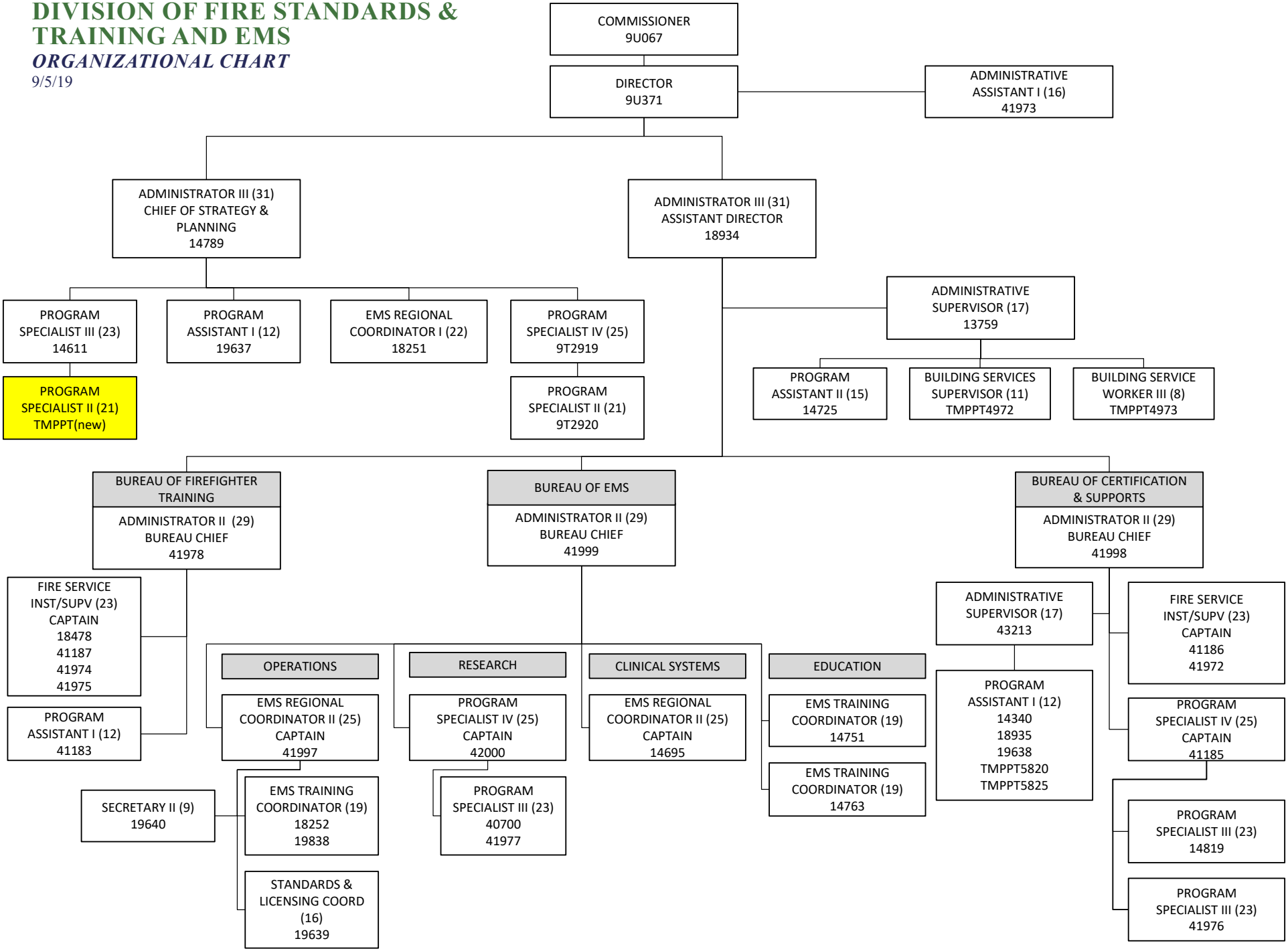
Going forward, the Division will focus heavily on the health and safety of its students and the first responder community as a whole and will continue its research in this area.

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

DIVISION OF FIRE STANDARDS & TRAINING AND EMS

ORGANIZATIONAL CHART

9/5/19



DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

Fire Marshal Paul J. Parisi

MISSION STATEMENT

Saving lives and property through education, engineering and enforcement.

In fiscal year 2019, the Division of Fire Safety, Office of the State Fire Marshal...

- Conducted 555 fire and life safety inspections
- Recorded 154,301 calls and 4,067 fires statewide
- Conducted over 1,500 inspections of amusement park rides and tramways
- Investigated 22 injuries involving amusement park rides and tramways
- Issued a total of 748 modular housing labels, thereby ensuring that modular building components are constructed in accordance with State of New Hampshire Building and Fire Codes.

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

The Division of Fire Safety, NH State Fire Marshal's Office is responsible for the protection of the public and the state's fire service with coordinated efforts in code enforcement, public education, hazardous materials, and fire incident investigation. Thus by these efforts reducing the loss of life and property due to fire, building collapse, explosive incidents, and other emergencies in the State of New Hampshire, which contributes to the economic viability of the State. The Division is divided into three bureaus: the Bureau of Investigations, the Bureau of Building Safety and Construction, and the Bureau of Administration and Business Operations. The Division of Fire Safety is led by State Fire Marshal/Director Paul J. Parisi. The director's current term of office runs through March 20, 2020.

The Bureau of Investigations is comprised of the following sections; Fire and

Explosion Investigations, Fire and Life Safety Inspections, Accelerant Detection Canine, Hazardous Materials, Fireworks Safety and Enforcement, Public Education, and Data Analysis.

The Bureau of Investigations is responsible for investigating all fires, building collapses, and non-automobile carbon monoxide releases that cause serious injury or death. In addition, the State Fire Marshal's Office is required to assist any fire chief requesting assistance, and provides assistance to state and local law enforcement agencies, the Attorney General's Office, County Attorney Offices, and local government boards.

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

The Bureau of Investigations responded to and investigated a total of 394 fire related incidents during fiscal year 2018 and 2019, 34 of which were death investigations. Investigators continue to work collaboratively with fire and law enforcement partners, as well as local, state, and federal agencies to successfully resolve criminal cases and hold those responsible accountable for their actions. There were numerous arrests and successful convictions in both Circuit and Superior courts in connection to incendiary fire investigations, related crimes and violations of the fire and life safety code.

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

In addition to attending training, investigators routinely

LEFT: A member of the NH Fire Marshal's Office at a fireworks display. The Fireworks Safety and Enforcement Unit is responsible for conducting inspections, investigations, and other enforcement activities relative to the use, handling, storage, transportation, manufacture and the wholesale or retail sale of fireworks and similar devices.

ABOVE: The staff of the NH Fire Marshal's Office. The Division of Fire Safety, NH State Fire Marshal's Office is responsible for the protection of the public and the state's fire service with coordinated efforts in code enforcement, public education, hazardous materials, and fire incident investigation.

provide in-service and awareness level fire investigation training to fire service personnel and local and state law enforcement agencies, this includes a 4-hour block of instruction at the Full-Time Police Academy.

There were numerous successful criminal case prosecutions during both fiscal year 2018 and 2019. One of the more notable convictions was that of John Gates of Kingston, NH. Gates was convicted of six felonies relating to an arson at the Carriage Town Plaza in Kingston, NH in January of 2018. Gates broke into the unoccupied Asian Gourmet Restaurant where he then chiseled a hole through a wall to gain entry into the Carriage Town Market. He stole more than $400 in cash and coins and more than 200 scratch tickets. Before leaving, Gates threw Molotov Cocktails inside the store in order to set fire to the business. The damage was so significant to the Carriage Town Market that the business was never able to be reopened. The Asian Gourmet remains unoccupied at this time. John Gates was sentenced to 10-30 years in state prison.

Accelerant Detection Canines. During fiscal year 2018 and 2019, the Bureau of Investigations maintained two accelerant detection canine teams. In January 2019, District Chief Stacey Dubois retired K9 Molly, a yellow Labrador Retriever, after eight years of service with the Division. K9 Anthem, a yellow Labrador Retriever, and handler Investigator Adam Fanjoy have been in service since April of 2018. K9 Reeves, a yellow Labrador Retriever, and handler Investigator Solomon Rosman became certified as a team in April 2019. Both canine handler teams were certified through the Maine Criminal Justice Academy Accelerant Detection Canine Program and are re-certified annually. These canines work on a food reward system, which means the canines train at different hours of the day and night, 365 days a year.

During fiscal year 2019, the canine teams were deployed on 33 department cases, and have been to numerous other incidents and fire scenes to assist other agencies with both investigations and training. Both teams were very active with public demonstrations for schools and professional organizations, conducting 41 demonstrations throughout the state.

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

The Hazardous Materials Unit provides guidance and technical support to the Regional Hazardous Materials Teams and local

communities throughout the state. The Hazmat Unit also assists communities with the development of hazardous materials emergency action plans, as well providing information on the transportation, manufacturing, usage, storage and disposal of hazardous materials.

The unit, in partnership with HSEM, assists with the collection and dissemination of information in the Federal EPA Tier II reporting system. This information is a collection of the reportable quantities of hazardous materials in all the local communities. This information is also shared with Local and Regional Emergency Planning Committees to assist with emergency planning and response.

The unit also assists local inspectors with the interpretation of the Fire Code, specifically involving hazardous materials. The unit works closely with the fire investigators providing technical assistance on cases involving hazardous materials and also maintains up to date technology in gas metering and hazardous material detection for the investigation staff. During this time new handheld meters were provided to all investigators and field supervisors to allow the capability to detect hydrogen cyanide gas. This hand held detection device provides a layer of protection for both the investigator and the local fire official as they work in collaboration at fire scenes. The unit also administers the Respiratory Protection Program which involves ensuring that all personnel that may be exposed to respiratory hazards are properly fitted and trained in respiratory protective equipment.

The unit works closely with other state and federal agencies for incident response, more specifically the NH National Guard 12th Civil Support Team (CST) and the Drug Enforcement Agency (DEA). The CST provides state of the art technology and highly trained members to manage events involving chemical, biological, radiological, nuclear and explosive materials. The DEA is the lead agency for all events involving illegal drug labs.

The unit also works with other state agencies on coordinating hazardous materials activity drills and response training. In the collaboration with the Department of Environmental Services (DES) the unit shares training resources and works closely on planning and prevention activities. This is also accomplished by coordinating with Homeland Security and Emergency Management through event response and mitigation preparation and preplanning issues. By working with the staff at the NH Fire Academy Hazmat section on the evaluating of current hazardous material curriculum the unit strives to make certain that fire service and hazmat team members are getting current information in this ever changing field.

The Fireworks Safety and Enforcement Unit is responsible for conducting inspections, investigations, and other enforcement activities relative to the use, handling, storage, transportation, manufacture and the wholesale or retail sale of fireworks and similar devices. The unit is responsible for; licensing anyone that is selling, distributing or marketing Consumer and Display Fireworks, licensing Display Fireworks and Proximate Audience Operators, and licensing anyone storing Display Fireworks. The unit is also responsible for permitting all fireworks displays, and any event utilizing pyrotechnic, flame or special effects before an audience, including television and movie sets.

The unit continually works in cooperation with a number of federal, state and local agencies when conducting enforcement activities, including the U.S. Consumer Product Safety Commission, U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives, Federal Aviation Administration, New Hampshire State Police, and many local fire and police agencies. The unit also works with organizations like the National Fire Protection Association on developing codes and standards for the safe use, handling, storage, transportation, and manufacture and sale of fireworks. An investigator serves on the Technical Committee on Pyrotechnics, as well as the Technical Committee on Special Effects, representing the National Association of State Fire Marshals. The unit continues to be an active participant in a working group of state fire marshal investigators from around New England, the State of New York, and the New York City Fire Department Explosives Unit. The purpose of the group is to discuss fireworks incidents, enforcement activities, share information, and to discuss code and rule requirements on a national, regional, and state level.

The unit continues to develop and provide training programs for public safety officials relative to fireworks laws, regulations and inspections. The unit provides classroom lecture and practical examples on how to properly conduct inspections involving fireworks.

The unit was notified of sev-

eral incidents involving injuries and fires caused by fireworks and their use. These incidents included injuries caused by the misuse and mishandling of consumer fireworks. Some of the injuries sustained in these incidents were reported to be significant, life changing events for those involved. On September 24, 2018 New Hampshire had its first fire in a licensed retail fireworks store. The fire caused extensive damage to the interior of the building, and cost approximately $750,000 to repair the damage. Due to the owner's compliance with fire and building code requirements for fireworks stores, the overall impact of public safety threat was minimal. As a result the building was able to be repaired and the store reopened in approximately five months.

The Public Education Section grew to include three public education specialists in fiscal year 2018. As a whole, they manage a variety of public fire and life safety education components for the Division. As coalition members with numerous groups, fire and life safety education messages continue to reach new heights and avenues. Fire and life safety resources and support were provided to local fire departments, educators, public health professionals, elder service providers as well as many other service organizations interested in fire and life safety education.

During fiscal year 2018 two grants were successfully awarded; the FEMA Fire Prevention and Safety Grant was awarded to fund the Get Alarmed New Hampshire Grant. This grant provided the NH State Fire Marshal's Office and local fire departments with the tools to educate, distribute and install smoke and carbon monoxide alarms to New Hampshire's most at risk population, homeowners 60 years and over, as well as homeowners with young children. After reaching out to the 21 communities throughout the state deemed at risk, the grant was extended to additional communities. In total 1100 homes in New Hampshire were fully alarmed and 4 saves have been documented to date as a result of this grant opportunity. The FM Global Grant that was awarded for NH Youth Firesetter Education and Intervention Initiatives allowed for Public Educator Sheryl Nielsen and Investigator Shana Clark to provide communities with youth fire setting support and valuable resources, not only in New Hampshire but across the country. They have presented to multidisciplinary

ABOVE: Fire Marshal's office K-9 Anthem on-scene. During fiscal year 2018 and 2019, the Bureau of Investigations maintained two accelerant detection canine teams.

agencies to discuss the importance of youth firesetting awareness, as well as the ability to provide the appropriate intervention and assistance in fire and life safety prevention and education. As a result of these efforts reporting, awareness and intervention has shown a positive increase within the State of New Hampshire, and they were invited to speak nationally about their efforts at the NFPA Annual Convention in Las Vegas, NV.

A combination of new and established programs continue to help meet the fire and life safety education outreach needs of not only the citizens of New Hampshire, but fire departments as well. The section's safety trailers and fire safety displays appeared at safety fairs and events organized by a variety of organizations and departments. During these events, the section provided fire and life safety handout information and integrated education into all event-related activities.

Throughout this timeframe, fire safety messages were kept in the forefront by providing public education topics through various media resources that the section utilizes. The use of media outlets not only allowed safety messages to reach a greater number of citizens but also made them aware of events and safety facts to keep their homes and lives safer. Outreach efforts included social media messages, website upkeep, continued production of an elementary school newsletter, and participation in other organizations' newsletters. A number of press releases and public safety announcements were produced and distributed as well as proclamations signed by the governor.

The section continued to work with fire departments statewide to encourage the use of the various educational programs supported by the fire marshal including "Remembering When®" and "Learn Not to Burn®." The Education Section continued to develop new curriculum materials and pamphlets as well as introduce new fire prevention resources. The Annual 3rd Grade Fire & Life Safety Calendar Contest continues to be a great success and has gained strength and popularity throughout the State. The NH Youth Firesetter Intervention & Education Guideline was created and is being distributed throughout the State of NH to Youth Firesetter Interventionists. This guideline will solidify efforts, including identification, assessment, and appropriate intervention.

The Data Analysis Unit is responsible for operating the New Hampshire Fire Incident Reporting System (NHFIRS), an integral part of the National Fire Incident Reporting System operated by the U.S. Fire Administration. The NHFIRS system collects incident data from fire departments across the State which provides details on the types of incidents that fire departments respond to. It also helps the Division to look at what types of fires are occurring in New Hampshire. The Data Analysis Unit conducts training for fire departments on how the system works by holding training sessions as requested for fire departments throughout the state.

New Hampshire fire departments responded to 154,301 calls for service during fiscal year 2019. 4,067 fires occurred in New Hampshire during this same period causing $25,972,294 in total fire damage with 31 civilian and 42 firefighter fire related injuries.

The Bureau of Building Safety and Construction is organized into four sections: Mechanical Safety and Licensing, Engineering and Plans Review, Modular Housing, and Tramway and Amusement Ride Safety.

The Mechanical Safety Section has five full-time field inspectors and a Chief Inspector who responds to consumer complaints and performs licensing and compliance inspections. The Licensing Section has a licensing supervisor and full-time clerk who together process plumbing and gas fitting applications and renewals.

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

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

The Modular Housing Program ensures that modular building components are constructed in accordance with the State of New Hampshire Building

and Fire Codes through a system of approved third party inspection agencies and a certification process. This provides local enforcement agencies with assurances that all concealed construction comply with applicable codes. In fiscal year 2019, the program issued 748 labels of which 451 were shipped. Three new manufacturers and third party agencies were brought on and 70 renewed.

The Engineering and Plans Review Section has the responsibility of reviewing plans for all state owned buildings, public school projects and all health care facilities that are licensed by the Department of Health and Human Services, as well as inspecting all construction projects for state owned buildings. The section also assists local communities without code enforcement officials with plan reviews and inspections at the request of the local governing board. Building permits are issued through this section for all state, university system, community college projects and local community requests. The Plans Review Section oversees the permitting process and conducts all of the inspections required by the permits. During FY19 202 permits were issued. This section processes variance and waiver requests for the State Fire Marshal and also assists local jurisdictions with interpretations and the application of fire and building codes.

Members of the section meet on a monthly basis with the University of New Hampshire, Keene State College, Plymouth State University, Community Colleges of NH System, the National Guard, Department of Corrections, Department of Natural and Cultural Resource and the Department of Public Works. The purpose of these meetings is to streamline the construction process and identify any potential conflicts between proposed projects and the fire and building codes. This cost saving initiative saves valuable time and resources for the state through the building process.

ABOVE: Fire Marshal's office K-9 Anthem on-scene during an investigation with Adam Fanjoy. K9 Anthem, a yellow Labrador Retriever, and handler have been in service since April of 2018.

The section delivers educational programs to local inspectors on the inspection of different occupancy types such as educational, assembly including tents, kitchen hood and foster care facilities. This section worked closely with multiple stakeholders as part of the governors School Safety Task Force in making recommendations on how to keep students safe in school considering an all hazardous approach.

The Engineering and Plan Review Section is staffed by one full-time supervisor, two-part-time building inspectors, four part-time fire inspectors, one part-time plan reviewer and a part-time permit coordinator.

The Tramway and Amusement Ride Safety Section is responsible for overseeing the safety of the state's ski industry resources. The section is also charged to ensure compliance with safety regulations for the carnival and amusement ride operators in New Hampshire as established by RSA 321-A.

One of the primary functions of this section is to oversee the design, review, registration, inspection and compliance with the laws, rules and safe operating procedures for all mechanical ski lifts, tramways, portable and fixed tows.

Tramway and Amusement Ride Safety also oversees the reg-

istration, inspection and compliance with the laws, rules and safe operating procedures for any mechanical amusement rides and devices while staying current with the ever changing forms of amusement rides the industry puts forward. As of January 1, 2019 this included the addition of canopy tours and rope challenge courses. Inspectors attended training provided by the National Association of Amusement Ride Safety Officials (NAARSO) and completed the level I certification.

In fiscal year 19 inspectors registered 813 amusement rides and devices while conducting 1,110 inspections. In addition to inspections and registrations, this section investigated 32 amusement incidents. There were 813 amusement registrations with an increase in inspections totaling 1341, accidents dropped during this timeframe to 22.

On the Tramway side, fiscal year 19 included 177 registrations with 411 inspections and 30 incidents reported. New additions during this time period included 2 conveyors, 2 T-bars, 1 fixed triple chair and New Hampshire's first 8 passenger gondola. The amusement industry added 2 water park expansions, 3 trampoline parks and a new go kart track.

Tramway and Amusement Ride Safety currently staffs one chief inspector, one full-time inspector and one part-time inspector.

The Bureau of Administration & Business Operations contributes to the daily operations of the Division of Fire Safety by providing administrative support to the human resource management and financial management of the Division. The administration is responsible for all purchasing and inventory and responds to information requests in the form of reports statistics, and website updates.

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

ORGANIZATIONAL CHART

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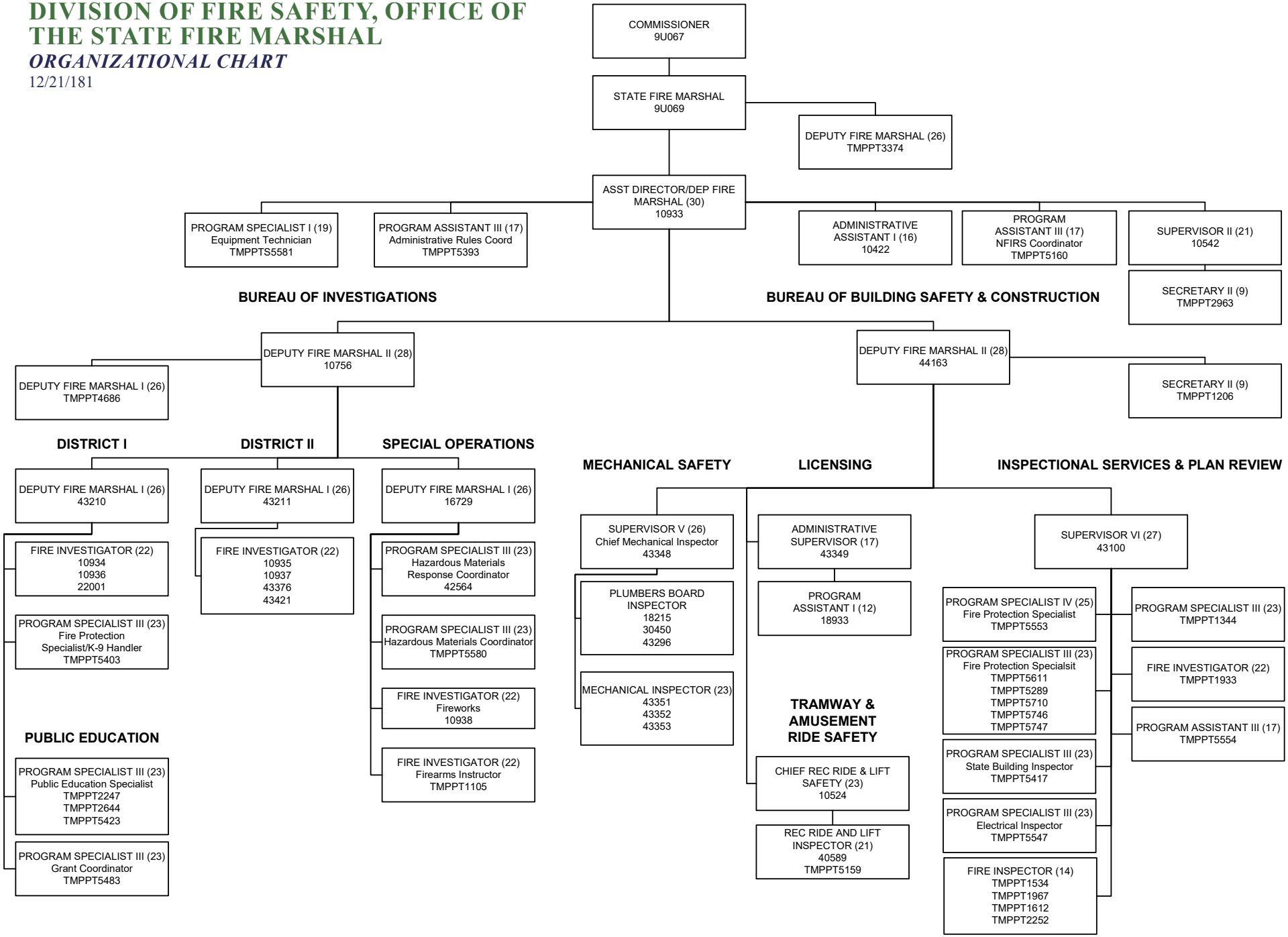

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