New Hampshire Department of Safety Annual Report 2014

Annual Report of the New Hampshire Department of Safety

for the fiscal year ending June 30, 2014

New Hampshire Department of Safety

Concord, NH

2014

STATE OF NEW HAMPSHIRE

DEPARTMENT OF SAFETY APPOINTED OFFICIALS

John J. Barthelmes, Commissioner

Earl M. Sweeney, Assistant Commissioner

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

Elizabeth A. Bielecki, Director of Administration

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

Colonel Robert L. Quinn, Director of State Police

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

Bruce G. Cheney, ENP, Director of Emergency Services

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

J. William Degnan, State Fire Marshal

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I am pleased to present the Annual Report of the New Hampshire Department of Safety for Fiscal Year 2014.

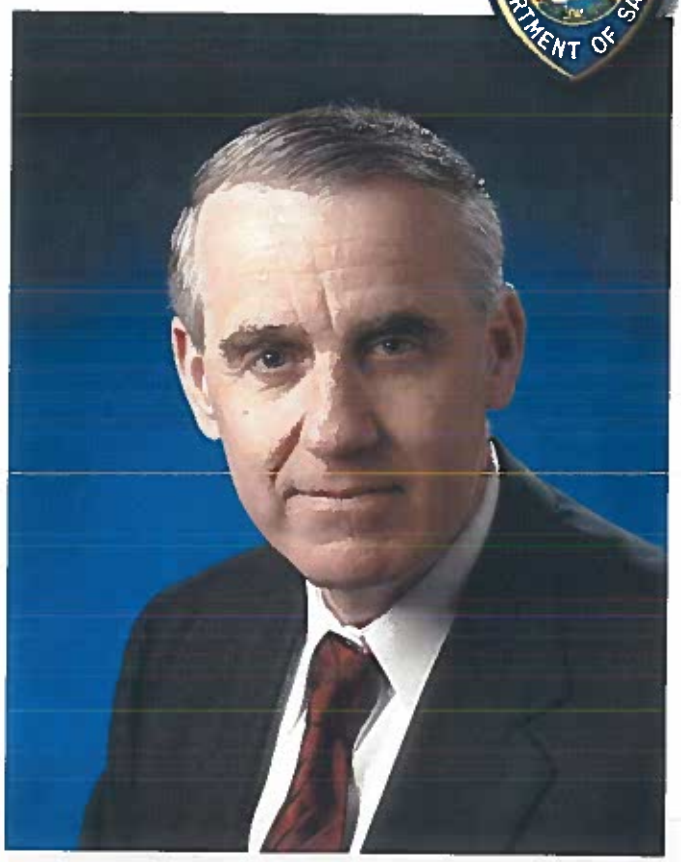
On behalf of myself, our management personnel and the dedicated men and women who make up the Department of Safety, I express for all of us a sincere appreciation to you, Governor Hassan, the Executive Councilors and members of the General Court for your support.

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

I also thank all county and local emergency personnel for their continued cooperation and commitment to public safety, and the town and city clerks' offices for their collaboration with the Division of Motor Vehicles as municipal agents in the registration of motor vehicles.

Respectfully submitted,

John J. Barthelmes
Commissioner



JOHN J. BARTHELMES

Commissioner of Safety

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

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

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

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

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

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

INTRODUCTION

The Department of Safety is the third largest department of State government, with 1,541 full-time and 172 part-time uniformed and civilian employees deployed throughout the State.

The department affects the lives of all New Hampshire residents by enforcing criminal, motor vehicle and boating laws, and providing for fire safety, emergency communications and disaster planning. The department was established by the 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 Commissioner serve coterminous four-year terms.

The Commissioner's Office consists of the Commissioner, Assistant Commissioner and the Chief of Policy and Planning. All seven divisions report directly to the Commissioner.

The Bureau of Hearings, the Grants Management Unit, the Division of Emergency Services and Communications, and the Information and Analysis Center are responsible to the Assistant Commissioner, who also serves as the department's liaison to the New Hampshire General Court. More than 600 bills that affect public safety are filed in the Legislature in a typical year.

The Chief of Policy and Planning handles labor relations as a member of the Governor's Collective Bargaining Team for management.

The Legal Unit, Information Technology Liaison and the Public Information Officer are also the responsibility of the Chief of Policy and Planning.

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 its public safety and private sector partners.

It is a cooperative effort between the divisions of 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 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 composed of four units: Administrative Adjudication, Criminal Prosecution, Litigation, and the Motor Vehicle Industry Board.

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

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

Thanks to a generous grant from the New Hampshire Highway Safety Agency, the bureau has implemented a program of hearings by video conference. This allows 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.

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

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

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

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

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

The unit is committed to providing the highest quality prosecutorial services to all of the department's law enforcement agencies.

The Administrative Adjudication Unit consists of seven attorney or hearings examiners who conduct all administrative hearings for the Department of Safety covering the entire State of New Hampshire. Hearings are open to the public.

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

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

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

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

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

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

Hearings involve subjects besides driving. The scope of hearings is vast, and the bureau holds hearings involving all areas that are regulated by the department. Examples of areas regulated by the department include inspection stations, mechanics, automobile dealer licensing and suspension, abandoned vehicles and towing issues, security guard licensing and suspension, fireworks and explosives licensing and suspension, and specified public waterways.

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

After the conclusion of each hearing, the hearings examiner provides a written report with findings of fact and rulings of law and, where necessary, a legal analysis supporting those findings. Some

reports are provided to the person at the conclusion of the hearing and, in more complex cases, the reports can be completed as much as 30 business days after the hearing is concluded.

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 help of a legal assistant. 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.

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

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

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

The Grants Management Unit (GMU) reports directly to the Assistant Commissioner and 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 the majority of these federal and State projects. The unit is responsible for 146 full subgrants in active management, at this time, between local and State agencies grant awards. More than $30 million in grants are currently in the active administration phases on behalf of the department and various statewide stakeholders who benefit from these funds.

The GMU currently has more than five authorized full-time positions available with more than two positions vacant due to lack of funding. In addition to grants for all divisions of the department, the Grants Management Unit handles the majority of pass-through federal grants for cities, towns and counties from the U.S. Department of Homeland Security and FEMA (DHS-FEMA). The unit also handles administering the J-One grants which fund the information sharing project for local law enforcement. Information sharing has continued to progress. This project is making progress in linking local and State law enforcement, Corrections, the courts, and parole officers to allow for secure exchange of critical, up-to-date information in an electronic format. The unit has been and continues to be integral to this project's administration and federal compliance.

The GMU is administering the majority of Federal Motor Carrier grant funds on behalf of the State Police. These grants buttress commercial vehicle enforcement and related safety initiatives statewide. These grants total over $2.17 million this year. The GMU also led grant writing and now the administration of the new National Telecommunications and Information Administration (NTIA), the Public Safety Broadband Planning Grant ($1 million) and a new Sex Offender Registry Grant from the U.S. Department of Justice in the past year ($202,000).

The GMU has applied for and administered more than $126 million in various federal funding sources over the past 12 years. Since Homeland Security grants to State and local governments began in 2003, New Hampshire has received nearly $110 million for this specific program. Eighty percent of these funds went to local first responders, by law. 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 Information and Analysis Center support. 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 im-

prove New Hampshire's all-hazards emergency preparedness. This includes increased capacity to respond to hazardous materials incidents, local active shooter terrorism events with an emphasis on law enforcement response, medical surge and mass prophylaxis capabilities, intelligence gathering and information sharing, infrastructure protection, and disaster preparedness. An ongoing objective of the GMU is to fiscally and administratively support communications interoperability among public safety agencies thus increasing the ability of first responders from different agencies and disciplines to communicate by radio during emergencies. Investments in this area totaled more than $30 million since 2003.

The Legal Unit is comprised of two attorneys assigned to the Commissioner's Office. It is responsible for providing legal services to all divisions and programs within the Department of Safety. The staff also assists the New Hampshire Department of Justice in litigation involving the Department of Safety. The duties of the Legal Unit include advising management on the legal issues concerning policy and procedures, administrative rulemaking, operations, personnel issues, labor-management issues, contracts, civil liability, intergovernmental agreements, Right-to-Know requests and other issues.

The Legal Unit is also charged with representing the department in administrative and certain judicial proceedings.

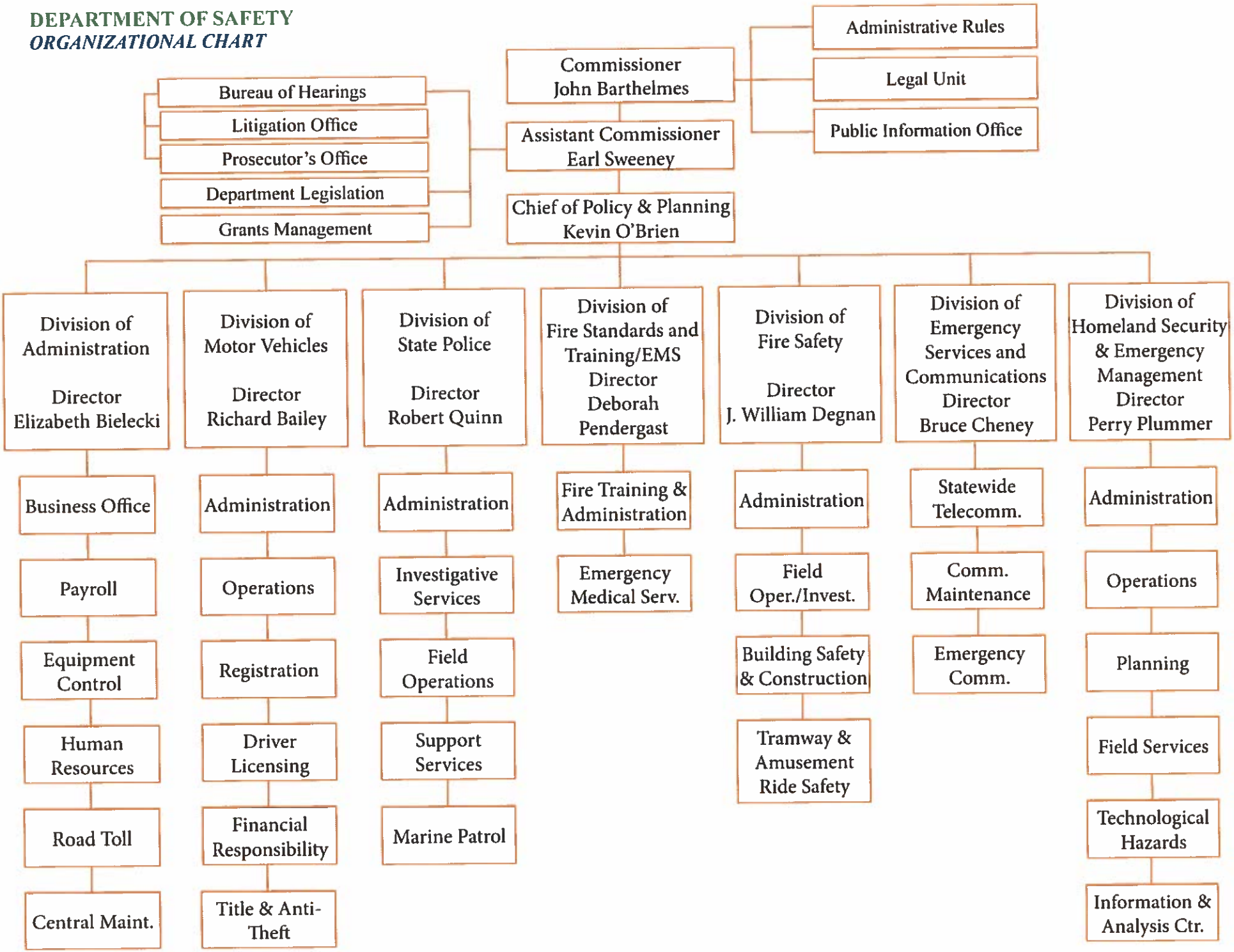
The Public Information Officer (PIO) provides information to the public and news media on Department of Safety policies and activities.

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

The Public Information Officer also monitors the news media and assists news organizations during incidents and emergencies. The PIO develops communications strategies for promoting public safety in New Hampshire, including the creative use of social media resources.

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

DEPARTMENT OF SAFETY
ORGANIZATIONAL CHART



DIVISION OF ADMINISTRATION

Director Elizabeth A. Bielecki

MISSION STATEMENT

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

In fiscal year 2014, the Division of Administration...

- processed more than $300 million in highway funds, general funds, and other dedicated funds;
- provided HR functions to the Department's more than 1,700 full-time and part-time employees;
- collected more than $125 million in Highway Fund revenue;
- processed more than 1.8 million pieces of incoming mail;
- processed more than 2 million pieces of outgoing mail;
- fulfilled license plate and validation decal orders for 226 municipal agents and 14 remote DMV substations throughout the State; and
- provided printing services resulting in the production of 1.4 million documents.

DIVISION OF ADMINISTRATION

The Division of Administration consists of the Business Office, including Accounts Payable, Accounts Receivable, Human Resources and Payroll; Equipment Control, including the Warehouse, Mail Room, Plate Room, Automotive Garage, and Reprographics; Road Toll, including Administrative and Audit Bureaus; and Central Maintenance.

The primary responsibility of the Division of Administration is to provide support for all other divisions within the Department of Safety. Support activities include: budget development and management; accounting for purchases of goods and services; processing of accounts payable and accounts receivable; providing human resources for the department, which involves assisting the divisions with hiring and personnel issues; processing of payroll; maintaining control of all fixed assets (i.e., both acquisition and disposition); maintenance of remote buildings and facilities; and maintenance and repair of the department's fleet of vehicles.

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

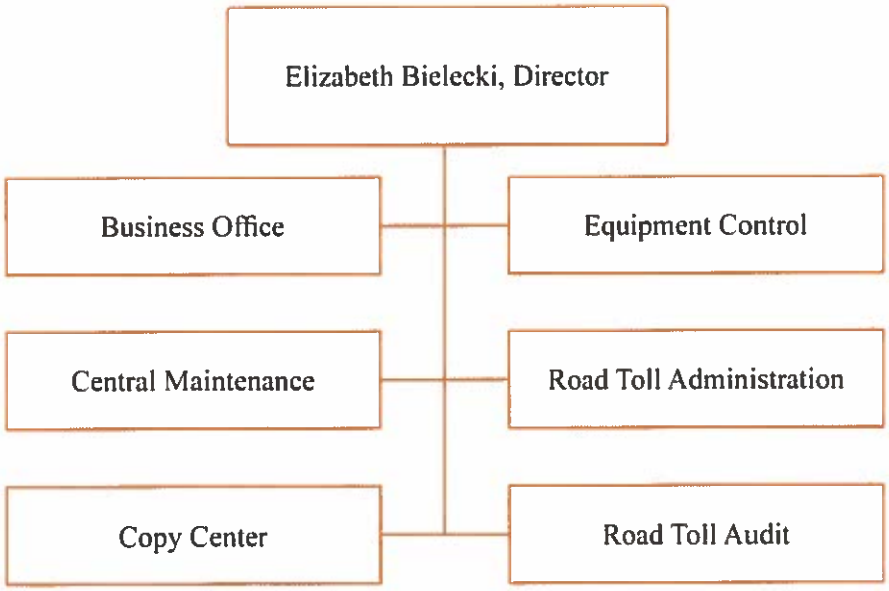
The Accounts Payable Section processes all department invoices, requisitions, purchase orders, and encumbrances, and develops interagency transfers for warehouse supplies and automotive repairs.

The Accounts Receivable Section is responsible for the receipt of all departmental revenues and billings. The section processes more than $300 million annually in highway funds, general funds, and other dedicated funds. A portion of the revenue is collected through credit cards. The Department of Safety experienced an increase in credit card transactions due to the increase in online services offered to the public. The Business Office supports this endeavor as online services are increased and assists the divisions with the development of online payment options.

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

The Human Resource Section is tasked with all human resource functions for the Department of Safety's more than 1,700 full-time and part-time employees, including the coordination of recruitment, appointment, compensation, promotion, transfer, removal, and discipline of classified State employees. The section also manages the background investigation process for sensitive positions and

DIVISION OF ADMINISTRATION
ORGANIZATIONAL CHART



updates job descriptions. The Human Resource section administers the employee benefit programs, the new hire orientation process, and continues to expand the wellness education programs with the help of representatives throughout the department. The section works to properly administer the collective bargaining agreements, personnel rules, and manage FMLA, ADA, USERRA and Workers Compensation programs. In addition, the section establishes, maintains and manages personnel records for all department employees.

The Road Toll Administration's mission is to collect motor fuel revenues in the most cost effective manner and achieve the highest level of voluntary compliance with the State of New Hampshire's Motor Vehicle Road Toll Law, primarily through education, audit, and enforcement initiatives.

The Road Toll Administration collects more than $125 million in Highway Fund revenue, including the administration of the Unified Carrier Registration Program. The Road Toll Administration is also responsible for New Hampshire's administration of the International Fuel Tax Agreement (IFTA). The IFTA, a multi-jurisdictional agreement, establishes and maintains the concept of a single fuel use license and administering base jurisdiction for each licensee.

The Field Audit Bureau is responsible for auditing the following: Motor Fuel Distributor licensees, IFTA licensees, and Motor Fuel & Petroleum Products Transporter licensees; International Registration Plan registrants for the Division of Motor Vehicles; and Oil Discharge and Pollution Control licensees for the Department of Environmental Services.

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

The Warehouse maintains fixed and mobile assets for the Department of Safety, both acquisition and disposition, and is responsible for the annual inventory reporting of those assets. Mobile asset responsibility includes management and reporting for a fleet of approximately 1,000 vehicles, boats, trailers and 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 distributes the mail throughout the department. The Mailroom also processes and mails more than 2 million pieces of outgoing mail annually.

The Plate Room is responsible for ordering, receiving, and distributing license plates and validation decals needed for vehicle registration. Order fulfillment is

DEPARTMENT REVENUE AND EXPENDITURES	
Revenue	
Restricted Highway Funds	$241,186,472
Unrestricted General Funds	10,238,397
Federal Program Funds	20,592,645
Restricted Revenues, Dedicated Funds and Other	56,540,507
Total Revenues	$328,558,020
Expenditures	
Permanent Personnel Services	$51,439,581
Special Payments, Overtime and Holiday Pay	6,280,750
Current Expenses	11,976,875
Transfers to OIT	9,128,419
Equipment New/Replacement	2,967,837
Temporary and Temporary Full-time Personnel Services	3,516,814
Benefits	35,056,643
Travel in State	3,141,973
Grants to State Agencies and Local Communities	17,068,035
Travel Out of State	207,811
Contracts for Program Services	2,343,268
State Match & Admin Costs	159,565
Telecommunications	5,150,047
Debt Services	2,535,104
Miscellaneous	4,071,358
Capital Project Expenditures	2,326,501
Total Expenditures	$157,370,580

made to 226 municipal agents, typically town and city clerks, and 14 remote DMV substations throughout the State.

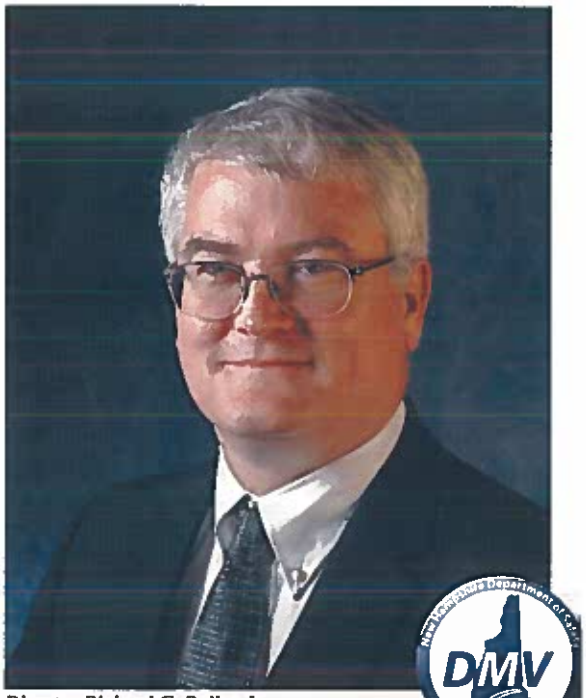
The Automotive Garage provides repair and maintenance services for department vehicles, and provides vehicle towing services for the department and other agencies when available to do so.

The Reprographics Unit produces more than 1.4 million documents per year. The unit also microfilms or scans all documents related to the Division of Motor Vehicles' registration, licensing and title transactions.

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

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

DIVISION OF MOTOR VEHICLES



Director Richard C. Bailey Jr.

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 2014, the Division of Motor Vehicles...

- processed 1.47 million motor vehicles registrations;
- issued 686,500 titles;
- issued 161,252 vanity plates;
- processed 95,000 boat registrations;
- improved customer service by making applications for duplicates available at all substations;
- attended to 67,501 customer phone queries;
- improved customer service through increased training for dealers and municipal agents and increased cross-training of staff;
- received positive customer feedback in 84 percent of customer comment cards;
- accepted $28.8 million in cash and checks; and
- increased the availability of full services at local DMV offices.

DIVISION OF MOTOR VEHICLES

The Bureau of Driver Licensing is responsible for the issuance of driver credentials, non-driver credentials and the physical production of the voter ID card. During fiscal year 2014, 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 180,830 residents renewed in person at one of our 15 locations or via our 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 is able to accomplish this on average 75 percent faster 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, 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. By following strict guidelines, administrative rules, and State and federal laws, 31,818 skills and road tests were performed last year.

The Driver Licensing Bureau is currently undergoing a modernization effort which includes the replacement of our more than 30-year-old computer operating system. As this massive effort has consumed a lot of our time, efforts and energy, we are particularly proud of the level of customer service maintained. The staff participation and enthusiasm for this project during the busiest year in history is something every citizen can be proud of.

The Motorcycle Rider Education Program celebrated its 25th anniversary. The program provides training for new and experienced motorcycle riders. This training is provided using the curricula developed by the Motorcycle Safety Foundation (MSF) located in Irvine, California. These courses are 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, Keene in the south, and in the east, our newest site, established in May of 2014 in Durham. Instruction is provided by 44 certified MSF Rider-Coaches. Three full-time staff members coordinate the program and also provide information to the riding public with regards to licensing options. A Rider-Coach Preparation Workshop will be conducted in July of 2014 to certify more coaches. Quality assurance visits to courses are held on a regular basis. The Basic Rider Course curriculum has been updated by the MSF. Rider-Coaches have attended an update on the changes to become familiar with the new curriculum so as to provide a seamless transition for the students.

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 program had a presence at a large, early season motorcycle event and continues to attend ongoing events to discuss training with the riding public.

As of June 1st, 1,608 students have been enrolled this riding season. Interest in the Experienced Rider Course has been higher than usual. The program has placed an emphasis on reaching out to the older, experienced rider to encourage training. Statistics show this demographic is involved in the majority of fatal motorcycle crashes. It is hoped to add the Returning Rider Course to the program offerings in the near future to further assist this demographic in being safe.

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

The Driver Education Unit provides oversight and support to 14 public high schools, four private high schools and 69 commercial driver education schools. There are approximately 268 driver education instructors who each have taken and passed the nine-credit driver education instructor curriculum that is offered through Keene State College and a comprehensive written and driving test administered by the Driver Education Unit. The Driver Education Unit also oversees the driver education curriculum, instructor certification,

professional development approval, and secondary school approval. The Driver Education Unit has conducted 29 classroom audits this year.

New Hampshire RSA 263:19 requires all 16- and 17-year-olds who apply for a driver's license to complete an approved driver education program. Approximately 15,700 students participated in driver education during the past year through a high school or commercial driving school. Driver improvement and point reduction programs are also approved and inspected by the Driver Education Unit. There are currently 12 approved driver improvement programs.

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. The bureau was staffed by 27 full-time employees and 2 part-time employees during fiscal year 2014. The bureau is divided into nine sections with each specializing in a specific area of expertise.

The Imaging Section transfers original documents and information related to suspension and revocation actions, convictions and crash involvement to a computerized document imaging and retrieval system.

The Driving Records Section processes requests received from businesses, law enforcement agencies, courts and individuals for New Hampshire driver records, crash reports and various suspension and restoration notices within the parameters covered under the New Hampshire Driver Privacy Act. During fiscal year 2014, the Bureau of Financial Responsibility worked with the Bureau of Operations to expand services by offering customers the opportunity to purchase copies of their own driver record report at substation offices.

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 2014, an average of 7,822 traffic complaints and citations were received each month. During peak periods, volume has exceeded 10,000 per month. The eTicketing pilot program with the New Hampshire State Police, which began in April 2012, continued to have a positive impact on this section by reducing the manual effort needed to receive, file and enter the information into the DMV database by approximately 35 percent. This section processes payment of fines as well as not guilty pleas. Payments are processed via check, cash or credit card transactions. The online ticket payment option, which was first implemented in December of 2010, continues to grow in popularity as an average of 2,315 accepted transactions were processed per month in fiscal year 2014.

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 DWI, conduct after an accident, operating after suspension or revocation, and reckless operation.

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 April 2013, the bureau along with State Police and the Department of Information Technology successfully implemented the electronic receipt of crash information known as the Crash Record Management System

"You guys are doing something really positive there! Going there in the '60s and '70s was something to be dreaded...but no more."

RESIDENT - CONCORD, NH

(CRMS) Project. This project, like the eTicketing project, has had a positive impact on this section by reducing the need to manually update reports to the DMV database by 9.6 percent.

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

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. As a result, customers are able to complete all of their motor vehicle transactions at one location. The Bureau of Operations also assists other bureaus in providing support with the cash vault, dealer and inspection station renewals, and data entry of backlogged work for several bureaus.

At the start of fiscal year 2014, all operations personnel at the 14 offices were cross-trained to provide all of the motor vehicle services offered throughout the State.

By the close of fiscal year 2014, the Bureau of Operations was staffed by 78 full-time positions and 25 part-time positions.

The Contact Center is responsible for answering an average of 1,700 telephone calls daily, as well as responding to customer e-mails and faxes. As of fiscal year 2013, the abandoned call rate was 11.6 percent. In fiscal year 2014, the rate decreased to 10.5 percent resulting in a 50 percent decrease from fiscal year 2012.

The information counters are the first point of contact for customers entering the Concord, Dover Point, Manchester, Nashua or Salem offices. The staff answer questions pertaining to all aspects of the DMV, inspect documents to ensure all paperwork is complete, administer the driver license vision screening test and direct customers to the correct customer service counter to complete their transaction(s). In November, an operations management team was formed and later expanded with three additional supervisors in January and April. The team is responsible for overseeing operations in Concord and all motor vehicle substations. The management team's goal is to ensure staff needs are being met thus enabling them to better assist the residents of New Hampshire.

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

The Bureau of Registration was staffed by 17 full-time and four part-time staff during fiscal year 2014. The Bureau of Registration acts as support staff to the Bureau of Operations. The bureau is also responsible for the registration of boats and the regulation of all New Hampshire Boat Registration Agents; overseeing all dealers and inspection stations; and managing the Municipal Agent Program.

Over the past year, the Bureau of Registration has worked with the Bureau of Operations in coordination of allowing all substations to issue permanent walking disability placards and nine different plates (i.e., active duty military, ambulance, antique motorcycle, trailer, disabled veteran, handicap motorcycle, National Guard, purple heart and street rod).

The Municipal Agent Program authorizes municipal agents (MAs), 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 regis-

trations. At the close of this fiscal year, all 226 municipal agents were online and connected to the State computer system through the Municipal Agent Automation Project (MAAP) and performing registration transactions in real time. The duties of this program consist of monitoring compliance with New Hampshire laws, administrative rules and procedures. The Municipal Agent Program conducts the required training for municipal agents and their staffs. 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 implementation and monitoring of computer programs connecting municipal agents to MAAP. The Municipal Agent Program also operates the Agent Help Desk. The Agent Help Desk answers telephone calls, e-mails and faxes from all 234 towns and cities throughout New Hampshire, as well as the 165 authorized boat agents. In addition to the other duties of the program such as Municipal Agent and Boat Agent training, the Agent Help Desk answers an average of approximately 5,500 calls per month.

The bureau continues to work with DoIT and the municipal agents to improve connectivity to MAAP by using a Virtual Private Network (VPN) connectivity versus hard lines. There are currently 41 towns fully online with a VPN connection. There are 60 towns currently migrating to a VPN connection.

The Boat Registration Unit works in conjunction with the Division of Safety Services in the registration of all vessel or boat registrations. Boat registrations are renewed annually and expire on December 31st of each year. As of December 31, 2013, there were more than 95,000 boats registered. At the close of fiscal year 2014, there were 165 authorized boat agents and 14 State locations available to process boat registrations. Twenty-one new agents were added just this year to improve customer service.

The Walking Disability Unit is responsible for overseeing all applications for walking disability privileges. The Walking Disability Unit consists of one part-time staff member in the Concord office. All applications for walking disability plates and permanent placards can now be completed at all DMV substations that process registrations. At the close of fiscal year 14, there were 102,326 permanent placards and 3,158 temporary placards issued.

The International Registration Plan (IRP) provides for the registration of vehicles that travel in two or more member jurisdictions. It is a registration reciprocity agreement among U.S. states and Canadian provinces that provides for payment of license fees on the basis of fleet miles operated in the various jurisdictions. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among the other IRP jurisdictions according to a formula based on percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. During fiscal year 2014, there were approximately 3,270 active IRP accounts and 10,900 registered vehicles. On average, $724,300 in monthly fees were collected. After apportioned fees were distributed to other states, approximately $230,700 remained in New Hampshire. Transactions for the IRP are processed at the Concord and Twin Mountain offices only.

The Inspection and Dealer Units oversee the authorized motor vehicle dealerships and inspection stations throughout the State. During fiscal year 2014, the Dealer Program monitored the operation of 2,010 dealers (i.e., 903 new and used, 37 automotive recycling, 60 motorcycle, 394 repair, 153 transport, 164 utility, 167 wholesale and 132 bonded dealers). The Inspection Program monitored the operation of 2,301 inspection stations, including 255 fleet, 15 glass replacements, 97 municipal and 1,934 public inspection stations.

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 emissions test results for approximately 1.3 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 reason(s) for failing a vehicle, or list what items would need repair in order to pass the safety inspection. The vehicle's emission system reports the OBD status of the vehicle and any conditions re-

quiring diagnosis and repair. This record helps to protect consumers from fraudulent additional charges for unnecessary repairs.

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

The OBD Program regularly provides technical assistance to many of the State's licensed inspection stations and works closely with industry groups such as the New Hampshire Automobile Dealers Association and law enforcement agencies. The Economic Hardship Waiver Program was designed to provide New Hampshire residents who cannot afford necessary emissions repairs with an opportunity to apply for a waiver that exempts their vehicle from emissions testing for one inspection cycle. The applicant's vehicle must have passed the safety inspection and failed the emissions test; the applicant must provide a written estimate for the needed emissions repairs and an explanation detailing the reasons for requesting the waiver.

The Pupil Transportation Unit oversees more than 100 public school bus companies. This unit is responsible for conducting criminal and motor vehicle background checks on more than 4,500 school bus drivers employed in the State.

In addition to safety inspections by an official inspection station, school buses are mechanically inspected once each year by a State-certified school bus inspection mechanic before they are authorized to carry passengers. State-certified school bus inspection mechanics have attended the DMV inspection school. Each mechanic must perform a field test prior to being certified. The unit oversees the inspection of over 3,200 school buses. This section is an integral part of the investigation of all school bus crashes and thoroughly investigates complaints regarding school buses and school bus drivers. This unit works in conjunction with local police departments and other State agencies.

The unit also participates at the State Emergency Operations Center in the event that school buses are needed for an emergency evacuation. The unit supervisor, a state trooper, is responsible for coordinating this task with the bus companies. Vermont Yankee drills and Seabrook Station drills are conducted on alternating years.

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

The unit supervisor also audits the school bus companies to ensure compliance with the administrative rules governing school bus transportation (i.e., Saf-C 1300). The audit requires a review of driver files and periodic inspections of school buses.

The Bureau of Title and Anti-Theft processes all new and duplicate title applications for motor vehicles and trailers purchased through private or commercial sale and is responsible for determining vehicle ownership. Title Bureau personnel enter data regarding title applications for each vehicle sold through State-authorized dealerships, re-financed 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 weekly 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 section to educate municipal agents and other DMV partners through monthly and yearly classes.

The bureau processes all reports of abandoned motor vehicles and vehicles with mechanic and storage liens to ensure the owners' rights are represented and fraud does not occur.

Bureau supervisors hold hearings for dealers who fail to comply with title rules, and customers who are found to have committed fraud.

The bureau is currently managed by a supervisor and assistant supervisor. The bureau was

staffed by 21 full-time personnel and 3 part-time personnel during fiscal year 2014.

The Title Bureau is always seeking ways to improve customer service. To serve our residents with 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, city and term clerks. Cross-training has been instituted across the board to ensure great customer service. These changes will help to ensure all customers are helped 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 is always looking for ways to decrease the time it takes to issue a title. We have made online training available to substation staff focusing on how to enter dealer applications into our system. This process speeds up the issuance time for titles. Out-of-state dealers and all new lien holders now have the ability to take online training on how to prepare a New Hampshire title application. This improves customer service for our partners. The bureau has completely revamped the mail return process to help streamline all mail returns. The bureau has also developed a new tracking system for daily and monthly data on backlogs.

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

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 2014, 539 employees attended professional growth classes and mandatory classes. Additionally, 80 municipal agents, their vendors, and other State employees were given Driver Privacy Protection Act training. After hours classes were offered as well as training delivered to the site.

New initiatives during this period included computer skills training classes for Microsoft Office 2010 (e.g., Word, Excel, PowerPoint, and Outlook) for all DMV employees, and for other Department of Safety employees by request. Many online classes were also created, demonstrating a specific DMV process (e.g., registering a vehicle, or using an application). Several refresher classes are now offered online rather than in-person thus saving on travel time. Also, a middle manager network and learning group was created called the DMV U, a monthly meeting to discuss topics specific to middle managers.

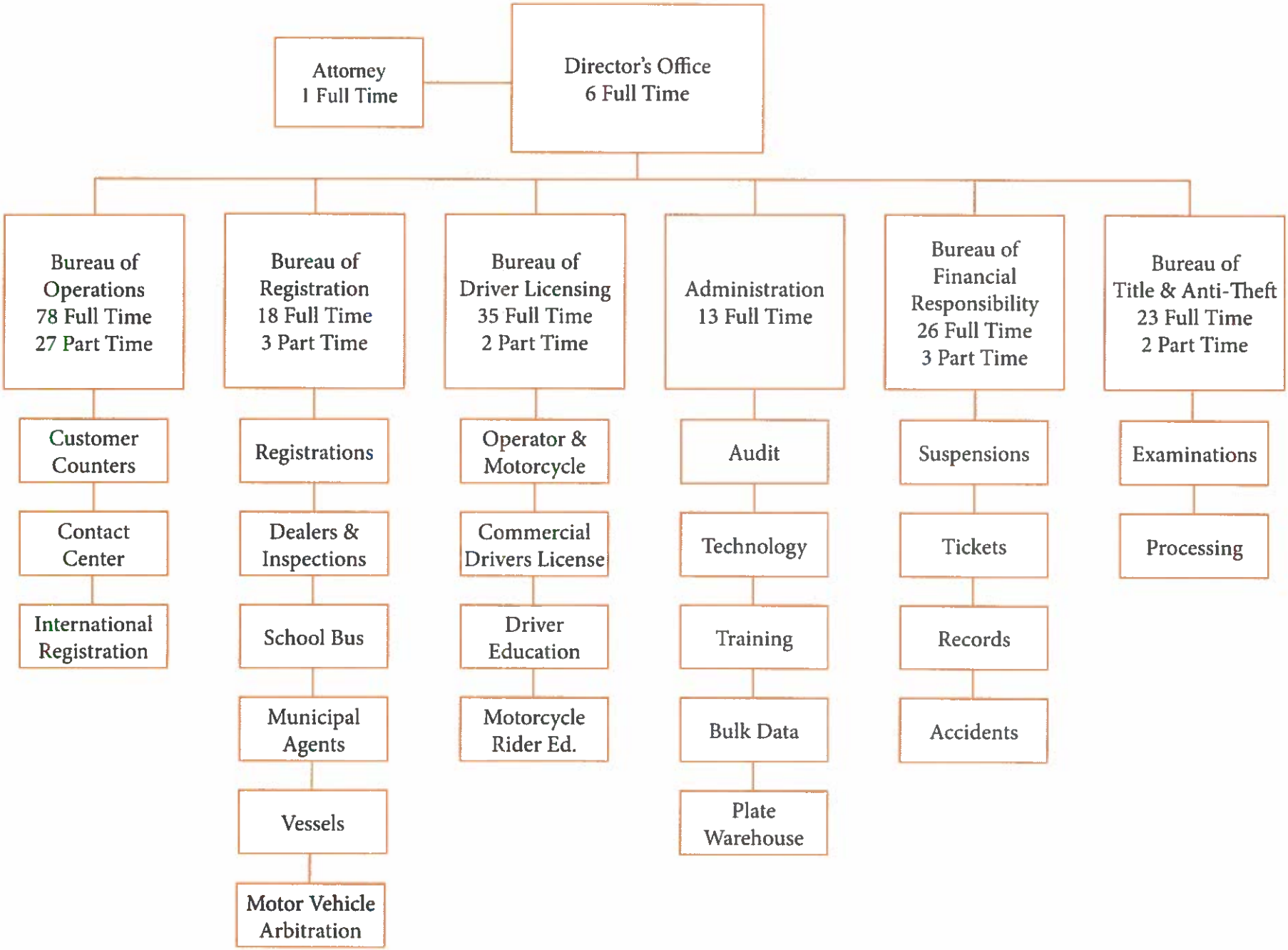
The Ignition Interlock Coordinator, Robert J. Letourneau, is a part-time, federally funded employee who works closely with Financial Responsibility, the Bureau of Hearings, and the Prosecution Unit to monitor individuals who were convicted of driving while intoxicated and who, after completing a court ordered period of suspension or revocation and fulfilling other requirements (e.g., completing a substance abuse education and obtaining an SR-22 Certificate of Insurance), were given a court- or department-ordered conditional restoration of privileges requiring an alcohol ignition interlock installed on any vehicle driven by them, generally for a period of at least one year. With an interlock installed, the driver must blow into the device and submit a breath sample free of alcohol before the vehicle can be started, and to blow into it periodically during the journey to ensure that they are not drinking along the way.

The coordinator works with the two licensed interlock providers in the State and is notified whenever an interlock is installed or removed. The motorists are

required to submit to a physical examination of the vehicles by their interlock provider and data is downloaded from the computer of the interlock. This data detects and reports any attempt to circumvent or tamper with the interlock such that the vehicle can be started by someone with alcohol in their system. This data is examined by the interlock coordinator. Any attempts at tampering with the device or trying to start the vehicle with an illegal alcohol content are examined and investigated by the interlock coordinator. If the examination substantiates tampering or attempts to start the vehicle with illegal alcohol content, the information is turned over to the Bureau of Hearings or to the sentencing court for disciplinary action, which can result in a fine, dual sentence or a combination of the aforementioned and an additional year or more added to the requirement to maintain the interlock on the vehicle.

A number of violation reports are processed every week. This program had no funding or oversight for several years. Now, with grant funding from the New Hampshire Highway Safety Agency, word is spreading that violations are taken seriously and we anticipate a positive impact on the drunk driving problem as a result.

DIVISION OF MOTOR VEHICLES
ORGANIZATIONAL CHART



DIVISION OF STATE POLICE

Colonel Robert L. Quinn

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 2014, the Division of State Police...

- reduced the time lapse from date of crash to date of the report release from nearly 200 days to 90 days or less;
- reduced processing time for employee FBI fingerprint checks in the child care industry from an average of 120 days to 40 days;
- identified 13 grow sites and eradicated 759 marijuana plants;
- rescued a pilot from a sinking plane and then retrieved the vessel from more than 100 feet below the surface;
- responded to 334 requests for bomb disposal service, a 57 percent increase from the prior fiscal year;
- delivered DARE programs to nearly 10,000 students;
- dismantled a significant source of supply for drugs from a Canadian drug trafficking organization by arresting 10 individuals and seizing approximately 30 pounds of marijuana along with approximately $85,000 in U.S. Currency, 2 pounds of MDMA, and multiple firearms and ammunition;
- stopped 157,342 motor vehicles;
- arrested 1,237 impaired drivers;
- conducted 7,523 criminal investigations; and
- investigated 4,928 vehicle crashes.

DIVISION OF STATE POLICE

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

As a State law enforcement agency, State Police patrols New Hampshire's state highways, toll roads and interstates, enforcing State criminal, motor vehicle and other public safety laws. The division has concurrent jurisdiction in towns under the population level of 3,000 and primary jurisdiction on all interstate highways. Division members are empowered to carry-out law enforcement functions in all other locations when they observe a law violation, are in pursuit of an investigation or a violator, or are requested to assist by local authorities, the Attorney General or the Governor.

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

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

Colonel Robert L. Quinn served as director of the Division of State Police during the 2014 Fiscal Year.

The Field Operations Bureau is responsible for overseeing the daily operations of seven field troops comprised of uniformed patrol personnel and troop-level investigators. Additionally, the bureau is responsible for the over-

ABOVE: The Drill Team is the ceremonial and honor guard unit for the Division of State Police. The Drill Team participates in public and private events such as parades, sporting events and civic ceremonies. At many of these events the Drill Team is used for the presentation of the National Colors. The Drill Team is also the primary unit used for police memorials and funerals. Each year the team is seen by well over 100,000 people throughout New Hampshire and New England. During the fiscal year, the Drill Team participated in 31 events.

sight of personnel assigned to Marine Patrol and New Hampshire Hospital Campus Police. Areas of responsibility are divided into Field Areas I, II and III.

The primary function of the Field Operations Bureau is to provide patrol services. These patrol services are provided throughout the State. Communities with small or part-time police departments may request assistance to provide full, twenty-four hour police service. The purpose of standard patrol services is to seek voluntary compliance with the motor vehicle statutes and to serve as a deterrent for criminal activity. Investigation of criminal activity within each troop area is the responsibility of both the uniformed troopers and the detectives assigned to the barracks. Specialized marine law enforcement services are provided on all inland and coastal waterways with an emphasis on safe boating and homeland security. New Hampshire Hospital Campus Police Officers maintain a secure environment within a 125-acre parcel containing 33 State buildings and a daytime population of over 3,000.

In addition to standard patrol services, the Field Operations Bureau provides various specialized services. The Special Services section of the bureau is responsible for overseeing the following units: Crash Analysis and Reconstruction, Crisis Negotiation, Drill Team, Drug Abuse Resistance Education, Drug Recognition Expert, Explosives Disposal, K9, Motorcycle, Public Relations, and Special Enforcement. Additionally, the Special Events Response Team and Special Weapons and Tactics Unit are administered through the Field Operations Bureau. The troopers who staff these special units are selected and assigned geographically throughout the State for the purpose of providing the highest level of service and timely response.

Troop A is headquartered in Epping. Troop A has a geographical area of responsibility that 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 amongst the busiest and heaviest populated in our State. The population increases dramatically during the busy tourist seasons.

During the 2014 fiscal year, Troop A troopers stopped 35,317 vehicles, arrested 404 impaired drivers, investigated 1,277 motor vehicle crashes, and conducted 1,310 criminal cases.

Troop B is 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 2014 fiscal year, Troop B troopers stopped 22,895 vehicles, arrested 297 impaired drivers, and investigated 1,428 traffic crashes, 10 of which were fatalities. There were 332 arrests made for drug-related offenses, of which 192 were felony-level. Criminal arrests and investigations also increased to 1,907.

Troop C is 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 2014 fiscal year, Troop C troopers stopped 18,206 vehicles, arrested 134 impaired drivers, investigated 289 traffic crashes and conducted 1,176 criminal investigations.

Troop D is 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 (Merrimack, Sullivan, Grafton and Belknap) that Troop D personnel patrol on a 24-hour basis.

Merrimack County, centrally located within the State, 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 Capitol complex is 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 official residence, the State Prison, the New Hampshire State Hospital and the New Hampshire Technical Institute. Troop D personnel engage in multi-jurisdictional efforts with various federal, state, county and local agencies.

During the fiscal year, Troop D troopers stopped 34,214 vehicles, arrested 221 impaired drivers, investigated 1,143 traffic crashes, and conducted 1,101 case investigations.

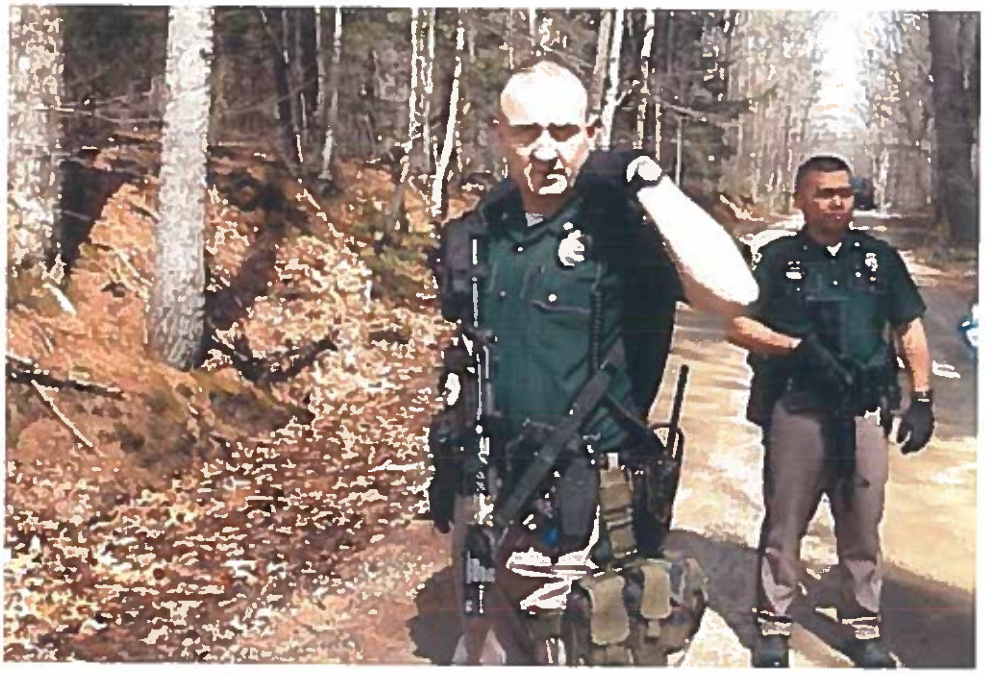
Troop E is headquartered in Tamworth, a large gateway to the northern regions of New Hampshire. Troop E is responsible for providing professional police services throughout Belknap and Carroll Counties. This area encompasses 29 towns and the City of Laconia, which has a population of over 16,000 residents. 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 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, these troopers initiated 21,011 motor vehicle stops, responded to 156 motor vehicle collisions, of which two were fatal, arrested 101 impaired drivers and handled 776 criminal investigations.

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

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

During this fiscal year, Troop F troopers stopped 25,699 motor vehicles, arrested 80 impaired drivers, investigated 552 traffic crashes, and conducted 1,253 case investigations resulting in 608 arrests. Also, troopers worked with the United States Border Patrol to prevent the illegal smuggling of



LEFT: Sergeant Taylor and Trooper Malilay work the scene of an interrupted theft with suspects on the run. The five-hour search was spearheaded by State Police K9 units with additional assistance provided by the Special Enforcement Unit aircraft. One of the suspects was flushed from the woods and later taken into custody by a patrolling State Trooper.

drugs and people across the Canadian Border.

Troop G is headquartered in Concord. Troop G enforces all State criminal and motor vehicle laws and rules as well as federal regulations governing commercial vehicles and State weight and size laws. Troop G is comprised of 3 primary sections: Commercial Motor Vehicle Enforcement, Field Enforcement and the DMV Task Force.

The DMV Task Force assists the Division of Motor Vehicles (DMV) in the integrity and security of operator, motorcycle, and commercial driver's licenses throughout the State; oversees the certification of driver education instructors; oversees a document verification section headquartered in Concord responsible for verifying foreign documents presented by non-US citizens; routinely conducts commercial vehicle and school bus road skill examinations and supervises the Pupil Transportation Program which is responsible for the oversight of the State's school bus industry.

During the fiscal year, the Task Force conducted 1,931 commercial driver license tests, certified 100 as school bus instructors and commercial driving school instructors, licensed 69 driving schools and prosecuted 18 administrative hearings pertaining to school bus drivers and driving schools. Troopers also generated 47 administrative actions regarding driver's licenses as they pertained to fatal or serious personal injury crashes. Troop G investigators assigned to the DMV Task Force conducted 83 criminal investigations during the fiscal year.

The Field Enforcement section enforces the laws and rules governing the operation of 2,023 authorized New Hampshire auto dealerships and 2,298 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 10,000 currently certified automotive safety inspectors statewide, 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 Habitual Offenders; locate persons and retrieve driver's licenses and registration plates from those that have been suspended or revoked; prosecute all administrative hearings pertaining to vehicle accidents that resulted in death or serious injuries and further represent the State's interests upon subsequent petition(s) of drivers of such vehicles to have their driving privileges restored.

During fiscal year 2014, the Automotive Equipment Inspection (AEI) Program continued to be very successful in conjunction with Field Enforcement Troopers. The cooperative effort resulted in 3,664 audits of dealerships and inspection stations and 533 follow-up audits conducted for the purpose of ensuring compliance. Mechanic certifications increased to 919 compared with 428 in the previous fiscal year. Troop G has successfully partnered with the New Hampshire Auto Dealers' Association to offer six "All-In-One" inspection certifications. 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 also held 24 monthly automobile inspection classes. Troop G serviced 324 special dealer requests and 289 special inspection requests.

In fiscal year 2014, Troop G troopers served 637 habitual offender notices at the request of the Department of Safety Hearings Bureau. Troop G personnel worked in conjunction with DMV to conduct 1,914 salvage inspections at various locations throughout the State.

The Commercial Motor Vehicle (CMV) section has troopers dedicated to the enforcement of federal laws and regulations governing the movement and examination of commercial trucks and buses that travel through the State while participating in commerce. Personnel are also responsible for the enforcement of regulations that pertain to maximum commercial vehicle weight limits on roads and bridges. Troop G personnel utilize two primary fixed-scale facilities to perform commercial vehicle inspections and weighing of commercial vehicles. Troop G also utilizes semi-portable weigh trailers and portable scales at roadside locations throughout the State. The CMV section has troopers assigned exclusively to the New Entrant Program which provides educational and technical assistance for new commercial motor carriers. The combined efforts of the troop during the year produced 11,159 commercial vehicle inspections and the weighing of 107,676 commercial vehicles. Of the inspections conducted, 2,006, 18 percent

of the total number of Troop G's inspections, were conducted at non-peak hours between 6 pm and 6 am. Troopers attached to the New Entrant Program conducted 254 motor carrier company safety audits as well as industry outreach and training. Troop G conducted eight compliance reviews resulting in 481 violations with fines totaling $3,048.80.

During the year, troopers discovered 21,266 commercial vehicle violations in addition to 3,878 out-of-service violations where either the driver or vehicle was forbidden to continue operating. 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 2014, Troop G troopers inspected 3,260 vehicles for fuel tax violations.

The Canine Unit teams, comprised of a specially trained trooper and dog, are geographically assigned to all troops within the State. All teams are trained and certified to New England State Police Administrators Compact (NESPAC) standards. The Canine Unit continues to provide in-service training for local canine teams from Plymouth, Londonderry, Pittsfield, Middleton, Plaistow, Laconia, Manchester, Bow, and St. Johnsbury, Vermont. In the fall of 2013, the Canine Unit hosted a Narcotics Detection school in which two State Police teams and one local team attended. In the spring of 2014 the Canine Unit hosted a Patrol School in which there were four State Police teams and two local teams.

State Police canine handlers continue to respond to a

THE LOSS OF BRENTWOOD OFFICER STEPHEN ARKELL

On May 12, 2014, Officer Stephen Arkell of the Brentwood Police Department responded to a domestic disturbance at a residence. Upon arrival, Officer Arkell was allowed inside the residence by an elderly male. Moments later, gunfire erupted from within the house and multiple 9-1-1 calls were received indicating the officer had been fired upon when he entered the home.

State, local and county law enforcement converged upon the scene. Contact with Officer Arkell was lost, and the first back-up officer also met with gunfire upon entering the residence. That officer escaped unharmed, and directed additional law enforcement units in setting up a perimeter. Trooper Brian Gacek, Trooper Erik Willett, Trooper Alexander Davis, Trooper George Sanborn, Trooper Haden Wilber,

Photo: courtesy of the Concord Monitor
ABOVE: Law enforcement officers from New Hampshire, Massachusetts, and Maine attended Officer Arkell's memorial service. **NEXT PAGE:** The Drill Team during the funeral services for Officer Arkell.

Probationary Trooper Jeffrey Costa from Troop A, and Trooper Paul Bean from Troop G, were among the first to arrive. The troopers joined with local and county officers in securing the perimeter and evacuating nearby residents. Concurrently, the troopers were fired upon by the shooter from inside the residence. As they sought cover, the troopers relayed to other law enforcement units that the shooter appeared to have ignited a fire inside his residence. Relay of this vital information undoubtedly prevented injury or death to those additional responding officers as they arrived. Shortly, the fire engulfed the entire structure, a gas line was ignited and a large explosion destroyed the residence and adjoining home.

Tragically, Officer Steven Arkell lost his life in the initial hail of gunfire. Officer Arkell made the ultimate sacrifice serving the citizens of Brentwood and the State of New Hampshire. His courage and dedication will never be forgotten.

The troopers distinguished themselves. As initial responders, and without regard for their own safety, they attempted to save Officer Arkell and the residents of this Brentwood neighborhood. Despite the danger of gunfire and explosion, the troopers performed their duties bravely. They are commended for their collective actions and for their dedicated commitment to preserving the safety of the citizens of New Hampshire. Colonel Robert Quinn presented an Official Commendation to the troopers for their role in the tragic incident.

large number of calls for service, public relations demonstrations, school searches, prison searches, and search and rescue missions. During this reporting period, the State Police Canine Unit was involved in 539 missions.

Canine unit teams include: Narcotic Detection, Patrol, Cadaver Detection, Crowd Control, and Public Relations.

Narcotic detection teams have been called upon to search for narcotics in schools, the State Prison, county jails, and to assist the Narcotics and Investigation Unit

A canine team assisted in a narcotics search resulting in the seizure of $6,600 in U.S. currency after the canine alerted personnel to the odor of illegal narcotics on the currency.

A canine team assisted the State Police Narcotics and Investigation Unit with a search of a package, resulting in the seizure of seven pounds of marijuana.

Patrol canine teams were called upon to locate missing persons, evidence of crimes, and to search for wanted suspects.

Cadaver detection teams assisted the Major Crime Unit with several investigations, including cold cases. The NH Department of Fish and Game was also assisted with searches of missing persons.

The Canine Unit provided crowd control support at the annual Motorcycle Week in Laconia. In addition, canine teams were utilized at several colleges and communities during large events.

Canine teams were involved in numerous public relations demonstrations throughout the State. Several large scale events incorporated the Canine Unit to highlight the abilities of the dogs and to

educate the public.

The Collision Analysis and Reconstruction (CAR) Unit was renamed from the Technical Accident Reconstruction (TAR) Unit in December 2013 to better comply with industry standards. Members of the CAR Unit receive 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 year, unit members collectively conducted 58 investigations. Of the 58 investigations during this period, 30 resulted in various felony and misdemeanor offenses including second degree murder, negligent homicide, manslaughter, second degree assault, reckless conduct, and negligent driving. Each offense is pending litigation in superior and circuit courts throughout the State.

The Crisis Negotiation Unit saves lives and resolves critical incidents through the use of proven verbal crisis management techniques while striving to avoid unnecessary risk and injury to law enforcement personnel, citizens and victims. The Crisis Negotiation Unit may be used to defuse potentially life-threatening situations. Members are geographically located throughout the State to allow a quick response to situations no matter where and when they occur.

The Crisis Negotiation Unit (CNU) responded to nine calls for service in this fiscal year. The nature of the calls ranged from suicidal and barricaded subjects to officer-down calls.

During this fiscal year CNU members collectively attended approximately 336 hours of training. The topics for training ranged from live action negotiation scenarios to instruction on various negotiating techniques. The unit also worked extensively with liaisons from the State prison system in preparation for incidents that may occur, due to its role as the primary negotiating unit within those facilities. In this fiscal year, the CNU also hosted, for the first time in New Hampshire's history, the annual North East State Police Administration Conference, which was attended by members of the New England State Police agencies.

The Drill Team is the ceremonial and honor guard unit for the Division of State Police. The Drill Team participates in public and private events such as parades, sporting events and civic ceremonies. At many of these events the Drill Team is used for the presentation of the National Colors. The Drill Team is also the primary unit used for police memorials and funerals. Each year the team is seen by well over 100,000 people throughout New Hampshire and New England.

During the fiscal year, the Drill Team participated in 31 events. The Drill team presented the National Colors for high profile events such as the NASCAR races in Loudon, the New Hampshire Police Memorial and at several academy graduations at Police Standards and Training. The Drill Team participated in the annual "100 Nights of Remembrance" at the State Veterans Cemetery, an event that begins in early June and concludes with a closing ceremony on September 11th. The event is attended by several hundred veterans and honors both military veterans and first responders.

In May 2014, the Drill Team had the solemn honor of paying last respects to fallen officer Stephen Arkell of the Brentwood Police Department. During the week after his death, members of the State Police Drill Team worked to assist Brentwood and surrounding towns with the planning of the full honors police funeral. Troopers assisted with the honor guard during the wake and the presentation of the colors, as well as assisted with flag folding and pall bearer duties.

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

There are approximately 85 D.A.R.E. Officers in New Hampshire. The program was presented in almost 100 schools, including the elementary and middle school programs delivered to nearly 10,000 students.

The New Hampshire State Police and the New Hampshire Motor Speedway hosted the 23rd Annual State Police D.A.R.E. Classic 5K Road Race in August of 2013. The event raised approximately $10,000.

The Drug Recognition Expert Unit consists of highly trained

troopers skilled in the detection of drivers impaired by alcohol and drugs. The Division of State Police has participated in the Drug Recognition Expert (DRE) Program since 1991. The division currently has 34 drug recognition experts and five drug recognition expert instructors.

During the fiscal year, division members participated in several training events including two at the Maricopa County Jail in Phoenix, Arizona where a total of 98 training evaluations were conducted. During fiscal 2014, the DRE Unit also conducted 126 evaluations for prosecution.

In the upcoming fiscal year, the DRE Unit has aspirations of adding 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 civic organizations.

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.

ABOVE: Trooper First Class Dade assists Trooper First Class Flynn in removing his helmet after assessing a suspicious package. Troopers from the Explosives Disposal Unit supported the counter IED mission at the Boston Marathon on Patriots' Day in April. The three bomb technicians were integrated into a plan to secure the marathon route from the beginning, in Hopkinton, to the Boston City line. Bomb technicians and canine handlers from all over New England, New York, New Jersey and from as far away as Los Angeles participated.

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

There were 334 requests for service during the fiscal year, a sharp increase from the 212 recorded in the previous fiscal year. The increase was due in large part to a surge in activity as a result of the Boston Marathon bombings. In addition to added calls for suspicious packages and requests for protective missions at public events, there was also an increase of requests for first responder training on the topic of improvised explosive devices.

The Marine Patrol, headquartered in Gilford, 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, 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 5,320 new recreational boat operators, issued 4,787 mooring permits and 568 water event and slalom course permits, and investigated 39 reportable boating accidents. In addition, over 3,000 aids to navigation were maintained, including navigation lights on bridges.

The Motorcycle Unit continued to be a valuable asset through numerous public relations events, directed enforcement patrols with local agencies, and high traffic volume events. During the riding season, Motorcycle Unit members were assigned to the Special Enforcement Unit and operated within their respective troop areas as needed.

The New Hampshire Hospital Campus Police members provided police coverage to the Hugh Gallen State Office Complex, which includes 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 2,500 to 3,000. New Hampshire Hospital Campus Police personnel coordinate with various non-profit and local organizations in planning events that use the campus as the venue, focusing on traffic and crowd control. The events bring thousands of additional people to the campus.

ABOVE: Marine Patrol offered New Hampshire's first ever Officer Water Survival Training Course conducted at Colby Sawyer College. Officers spent three days in a classroom and pool, in full uniform, learning the importance and techniques for drown-proofing, surface and underwater swim strokes, and defensive and offensive techniques when faced with use-of-force decisions when immersed in water. The eye-opening curriculum is psychophysically challenging and raises an officer's awareness and confidence.

Campus Police Officers responded to 15,123 calls for service during the fiscal year, including 853 assaults or attempted assaults, 125 missing person or escapee incidents, 85 threats, 187 domestic violence order services, 168 sex offender registrations, 35 arrests, and 140 court transports.

The Peer Support Unit consists of seven counselors who are sworn members of the New Hampshire State Police. The unit's 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 Public Relations Unit offers the citizens of New Hampshire presentations, lectures, seminars, informational campaigns and demonstrations presented by State Police personnel. There were 235 requests honored during this fiscal year.

The Special Enforcement Unit has been of service to the citizens of New Hampshire since 1980. The Special Enforcement Unit's primary mission is to monitor traffic and enforce motor vehicle laws with the goal of making the highways safer. This is accomplished through the use of a Cessna airplane, marked and unmarked cruisers, and police motorcycles. A Bell helicopter is used to assist in searches for missing and wanted persons, drug surveillance, presidential and vice-presidential security, public relations events, observation of disaster damage, and aerial photography of traffic collisions, crime scenes and natural disasters.

In fiscal 2014, the plane flew 188 traffic enforcement missions throughout the State, equating to approximately 604 hours of flight time and resulting in 4,995 events. These efforts helped to remove some of the most aggressive drivers from New Hampshire's roadways. Out of the total, 21 were for speeding offenses of more than 100 MPH and 332 were for speeding offenses of more than 90 MPH.

In fiscal year 2014, the State Police helicopter flew 46.5 hours during 33 search and rescue and other law enforcement missions. The U.S. Secret Service requested the helicopter for two separate missions to assist with the security of presidential visits.

The Special Enforcement Unit also made 38 arrests.

The Special Events Response Team (SERT) consists of approximately 40 troopers trained in crowd control formations and mobile field tactics. Historically, the team is activated and assigned in the towns of Durham, Keene and Plymouth during sporting championship events.

The Special Weapons and Tactics (SWAT) Unit's mission is to ensure public safety by resolving high risk incidents that are beyond the capability of patrol units, by maintaining a high state of readiness through training, dedication, and professionalism. The New Hampshire State Police SWAT Unit was established in 1972 and is comprised of 22 troopers from troop stations around the State. During fiscal year 2014, the SWAT Unit was activated 10 times, responding to communities all over New Hampshire.

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

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

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

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

In fiscal 2014, the Major Crime Unit conducted 90 investigations including 14 homicide investigations. The State Police had no unsolved homicides during this fiscal year.

The Major Crime Unit conducted seven other death investigations. These investigations included several suspicious deaths that were later determined to be either suicides or accidental deaths.

The Major Crime Unit was also involved in five large-scale investigations that did not result in any deaths. The largest investigation was the abduction of a young girl in Conway who was released nine months later. This investigation is still ongoing.

The Major Crime Unit Prison Liaison handled 26 fugitive from justice cases in the State prisons and also covered 13 escapes. The prison liaison conducted 24 other investigations including two drug investigations, one sexual assault, nine assaults, one attempted homicide, and one untimely death.

The Narcotics and Investigation Unit (NIU) 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 like marijuana, cocaine, crack-cocaine, and heroin. Working in collaboration with the other law enforcement agencies, members of the unit are assigned to task forces including the DEA Tactical Diversion Squad, DEA HIDTA and FBI Safe Streets projects.

The unit investigated 76 cases during the fiscal year. These cases involved marijuana, cocaine, crack cocaine, MDMA, heroin, and oxycodone and other prescription drugs.

During the fiscal year, NIU along with federal DEA and the Manchester Police Department investigated a large scale Canadian Drug Trafficking Organization (DTO). This DTO was responsible for bringing thousands of pounds of high grade marijuana into the Northeast United States. During this investigation, electronic surveillance was used (i.e. court autho-

rized wiretap intercept) on numerous target telephones. Eventually, search warrants and seizures were executed in connection with the investigation. Approximately 30 pounds of marijuana were seized along with approximately $85,000 in U.S. Currency, two pounds of MDMA, multiple firearms, and ammunition. This year-long investigation resulted in the arrests of 10 individuals. There are also a number of pending forfeitures and additional arrests are likely. The time consuming and labor intensive investigation resulted in the successful dismantling of a significant source of supply for illegal drugs in the State.

The Drug Diversion section is responsible for investigating all diverted prescription medication cases and crimes such as "doctor shopping" or passing fraudulent prescriptions. The Drug Diversion section investigated 31 cases this year. These investigations resulted in the arrest of 24 individuals. Additionally, the Drug Diversion section provided training and made presentations to 16 police departments and medical facilities.

The Marijuana Eradication Program involves members of the unit working in cooperation with local jurisdictions in an effort to eradicate growing marijuana. A total of 13 grow sites were located and 759 plants were identified and eradicated. These cases led to the arrests of 13 individuals.

The Polygraph Unit has provided forensic polygraph services since 1970. The Polygraph Unit is comprised of eight trained and certified forensic polygraph examiners. These examiners provide a valuable investigative tool to local, county, state, and federal law enforcement agencies, as well as to the Department of Corrections, Office of the Attorney General, and the various county attorney's offices throughout the State. The Polygraph Unit administered 86 examinations during the fiscal year.

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

The Terrorism Intelligence Unit, as part of the New Hampshire Information and Analysis Center (NHIAC), has the responsibility 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 statute RSA Chapter 651-F.

The Terrorism Intelligence Unit consists of a State Police sergeant, who serves as the director of the NHIAC, two troopers, and two intelligence analysts. All personnel in this unit are assigned to the NHIAC, with the exception of one trooper who is assigned to an FBI task force.

The Intelligence/Information Liaison, a position within the Terrorism Intelligence Unit, maintains links to local, state and federal law enforcement agencies throughout the nation and world, including the FBI's New Hampshire Joint Terrorism Task Force (JTTF) and 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, the National White Collar Crime Center, the Regional Information Sharing System through the New England State Police Information Network, the El Paso Intelligence Center, the International Criminal Police Organization (INTERPOL), Law Enforcement Online, the Homeland Security Intelligence Network, and the Nationwide Suspicious Activity Reporting Initiative in conjunction with FBI's eGuardian portal.

The Terrorism Intelligence Unit continues to maintain contact with the United States Department of Homeland Security through the Homeland Security Information Network. This communications system delivers real-time interactive connectivity among state and local partners and with the DHS Homeland Security Operations Center.

The Terrorism Intelligence Unit receives information from numerous law enforcement sources across the country and reviews this information to determine the relevancy to New Hampshire law enforcement.

The unit is charged with processing intelligence reports and Law Enforcement Name Search (LENS) reports dealing with individuals involved in criminal activity. All arrest reports by State Police personnel are processed by the TIU as well. Tips and leads regarding criminal activity or wanted subjects are monitored and reviewed by the TIU.

The Terrorism and Intelligence Unit continues to develop and maintain the Law Enforcement

Information Network Exchange (LINX), a central computerized criminal intelligence and information management system designed for the purpose of assisting state and local law enforcement agency personnel in ongoing multi-jurisdictional investigations and prosecutions.

During this period, the unit continued to provide LINX user training to local and county officers as well as State Police division members. To date, 283 officers representing 78 agencies and 189 State Police division members have been trained and have access to the LINX system.

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 levels. These responsibilities are conducted in association with the duties of the Information & Analysis Center (IAC).

The Information and Analysis Center, of which the Terrorism Intelligence Unit is a component, takes extremely seriously both its statutory and its moral obligation to ensure that any criminal or terrorism intelligence information received is subjected to a stringent verification process before it is entered into a database; that there is a criminal predicate involved; and that the information is reevaluated periodically and deleted when it becomes stale or has been proven not useful.

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

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

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

The Auxiliary Troopers are certified part-time sworn troopers who provide services by assisting division members with public relation events, communications, patrol, traffic control, and select background and criminal investigations.

The Communications Maintenance Unit is responsible for the installation, programming, and servicing of two-way radio voice and data communications equipment owned or operated by all divisions within the Department of Safety and other State agency partners, including the Department of Resources and Economic Development and the Department of Fish and Game.

As part of the Broadband Technologies Opportunity Program (BTOP), technicians worked closely with New Hampshire Public Television and UNH Engineering to complete the installation of communications equipment to support a new over-the-air data transport system known as Datacasting. This system will utilize the New Hampshire Public TV Channel 11 broadcast signal to transmit important alert information directly to New Hampshire State Police cruiser laptops. The alert information is received in the cruisers by a special broadcast television receiver device attached to the cruiser laptop units through a newly developed dual band reception antenna. Currently, there are eight test cruisers outfitted with these new devices. Initial tests involving the reception of alert notifications and various photographs have been successful. Once completed, the Datacasting project will become an additional feature of the State Emergency Alert and Notification Systems.

Another project associated with BTOP is the upgrade of the statewide radio dispatch network fault management software package from NetBoss Technologies. This package relays fault data and operational statistics from communications equipment located at most local and remote mountaintop communications sites contained within the statewide radio dispatch network. These statistics allow technical staff to ensure that network quality and up-time meet

operational parameters. A future enhancement, currently underway, will include an email notification system capable of sending alerts to designated system managers, supervisors, and on-call technicians as part of a rapid system repair and recovery response strategy.

For fiscal year 2015, the most significant project will be the continuation of a plan to increase the two-way radio coverage capability of the statewide communications infrastructure in Cheshire, Hillsborough, Rockingham, and other counties with the goal of eliminating identified coverage problem areas and providing better remote access to voice communications, driver licensing data, and vehicle report information.

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

During this reporting period, 127,115 CHRI requests, 104,588 court dockets, 5,421 annulments, and 72,765 criminal and applicant tenprints were processed by the Central Repository.

The Criminal Records Invoicing System, enabling the processing of credit card and cash payments for criminal records at our remote applicant livescan sites, is in full production, offering our non-criminal justice customers a more convenient method of payment for our applicant fingerprinting services.

In November 2013, the first joint LEAN event between state agencies, DHHS Child Care Licensing and DOS Criminal Records was initiated. The focus of the LEAN was to identify each agency's responsibilities, establish a protocol to process state and FBI records requests more efficiently, and to ultimately reduce the waiting period for child care agencies to be licensed. The LEAN event was successful as records requests are now being processed in a more timely manner and the wait time for agency licensing has decreased.

Upgrades to the Biometric Identification Section's Automated Fingerprint Identification System (AFIS) continue to move forward. The upgrade allows for a seamless unilateral interface from the AFIS to the criminal history repository by automatically populating arrest demographic data. The project is in the final testing stages and is anticipated for completion in the late summer of 2014.

During this reporting period the Uniform Crime Report (UCR) Section has received from the State, county, and local law enforcement agencies, 65,333 crimes reported within the National Incident Based Reporting System (NIBRS).

UCR is currently pursuing the replacement of their legacy NIBRS Repository, as the FBI has indicated that they will discontinue support of the current vendor's product by 2018. UCR has partnered with the Attorney General's office to obtain funding to purchase the new NIBRS Repository. The new system is anticipated to be in place by June 2015. The new repository system will have the ability to allow the UCR Section to add all new FBI NIBRS codes without having to obtain additional funding. The new system will also seamlessly integrate with our crime reports analysis website.

Fleet Maintenance and Equipment Supply is responsible for the testing, bidding, procuring, issuing and maintaining of marked and unmarked vehicles for the Division of State Police. Fleet Maintenance is responsible for the oversight of regular maintenance performed at the Department of Safety automotive garage, as well as any maintenance performed at independent facilities. The unit is also responsible for procuring, issuing and maintaining an inventory of all division uniforms and equipment. During this fiscal year, the division purchased the first allotment of all-wheel-drive Chargers for use in patrol functions, a newly developed option available through Dodge.

The Headquarters Communications Unit is currently located at the Department of Safety's Incident Planning and Operation Center (IPOC). Communications personnel are responsible for dispatching all personnel assigned to Headquarters, Troop B, Troop D, Troop G, Marine Patrol, the Bureau of Liquor Enforcement, the Office of the State Fire Marshal, the Department of Resources and Economic Development (DRED), and the Fish and Game Department. The unit has also absorbed shifts of coverage for Troops A and C. The unit provides after-hours call routing for other State agencies, such as Homeland Security and Emergency Management, the Attorney General's Office, and the Medical Examiner's Office, and maintains electronic lines to the National Weather Service Alert System, the Emergency Alert System, and Seabrook and Vermont Yankee Nuclear Power Facilities.

The center is also responsi-

ble for receiving all nationwide law enforcement electronic messages, which includes the data entry system for both the National Criminal Information Center (NCIC) and the National Law Enforcement Telecommunications System (NLETS). This also includes entering information from state and local agencies into the State Police On-Line Telecommunications System (SPOTS) and NLETS, including the NCIC State database for in-State misdemeanor warrants and domestic violence petitions. With the recent implementation of the Computer Aided Dispatch, the center can provide an immediate printout of all calls received within the division.

During this fiscal year, Headquarters Communications has been running short-staffed. Team members have assumed additional shifts to cover vacancies and ensure the safety and welfare of all the citizens within New Hampshire as well as our personnel. True professionalism can be seen in all of the communications specialists and supervisors within the Division of State Police.

The National Crime Information Center (NCIC) Unit continues to play an integral role in the exchange of data between the law enforcement community and the Federal Bureau of Investigation (FBI). The mission of the NCIC Unit is to develop and disseminate information about crime, criminal justice, and deviance through collaboration with our law enforcement partners thus maximizing 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 closed network and provides the most up-to-date information on those being sought by police. The system is currently deployed to 150 criminal justice agencies across the State.

During fiscal year 2014, unit personnel provided specialty instruction to 420 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 4,000 sworn and civilian personnel are maintained and current. In addition to being trained, an agency wishing to gain access to SPOTS via a desktop or laptop must obtain a license for the software. The unit currently manages 687 Open Fox Messenger licenses, a 16 percent increase over last year.

Personnel continue to see an increase in the number of warrants being issued by superior and circuit courts. With home invasions, robberies and thefts on the rise, person and property file entries into NCIC have also seen an increase of 7.7 percent over last year.

Upon request, the unit assists agencies by providing investigatory data in the form of off-line searches. Data recovered during these off-line searches have, in many cases, contributed to the successful prosecution of criminals at large. In fiscal 2014, 416 requests for off-line searches were received and processed, an 18 percent increase from the previous fiscal year.

The Permits and Licensing Unit performs background checks on individuals applying for non-resident concealed pistol licenses, private investigator licenses, security guard licenses, bail bondsman licenses and certificates of competency for non-permissible fireworks and for the use of explosives. The Permits and Licensing Unit, in conjunction with the State Office of the Fire Marshal, inspects and authorizes non-permissible fireworks displays throughout the State. The licensing of both explosives and fireworks storage facilities throughout the State is directed through the Permits and Licensing Unit. Inspections are performed by personnel from the State Police Explosives Disposal Unit. During this reporting period, the Permits and Licensing Unit issued 11,801 licenses. Of those, 9,827 were for non-resident concealed pistols. The number of non-resident concealed pistol licenses has dramatically increased by more than 40 percent since 2012. In addition, 290 licenses for the sale, use, purchase, transport and storage of explosives and fireworks were issued. The unit is also responsible for the licensing and auditing of all private investigator, security guard and bail bondsman agencies throughout the State. During this period, 1,612 individual armed and unarmed licenses were issued after background checks, and 70 agency licenses were authorized to do business.

The State Police Gun Line is operated within the Permits and Licensing Unit and received 42,882 calls from Federal Firearms Licensed dealers requesting background checks on New Hampshire residents purchasing handguns during this fiscal year. This was

slightly under the 2013 totals; however, this year's total represents double the volume from just 5 years ago. In addition, the New Hampshire court system requested 521 background checks on pending motions for the return of firearms after a seizure. The Permits and Licensing Unit performed more than 55,000 background checks during fiscal year 2014.

The Recruitment and Training Unit facilitated the hiring of 24 State Troopers during this fiscal year. Also, it acted as the designated liaison between the division and the Human Resources Unit. The unit also streamlined the processing and subsequent hiring of 5 Hospital Campus Police Officers, 23 civilians, and 11 part-time Marine Patrol Officers.

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

New State Troopers train extensively during their first year of service. Training includes attendance at the New Hampshire Police Standards and Training Council's 14-week police academy, and a three-week State Police in-house academy referred to as Field Proficiency Training. Troopers successfully satisfying Field Proficiency Training are assigned a patrol responsibility and participate in a 50-day field training program, and then as a probationary trooper on solo status. Close supervision and evaluation are critical during the initial phase of a trooper's career and the unit is closely involved in the development of an employee through the Field Training Officer program.

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

The Sex Offender Registry Unit is responsible for maintaining the database of all registered sex offenders within the State. Offenders are now 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 changes with temporary addresses, vehicles, telephone numbers and e-mail accounts. That information is sent to the registry for daily updates. 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 Offenders Against Children (Megan's Law), including the photographs of offenders available to the public. We have a monthly average of 200 offenders who are non-compliant either because they failed to report as required or the information was delayed in being sent to the registry.

Offenders must pay an annual $50 registration fee. 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. Division personnel attempt over 5,300 verifications each year.

The Sex Offender Registry is also responsible for determining the reasonably equivalent offense for out-of-state criminal offenders who move into New Hampshire. If an offender does not agree with the determination made by the Sex Offender Registry, the offender can request a hearing to dispute the determination. The sworn section of the unit handles on average of 200 hearings a 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 5,628 offenders, which is an increase of 241 offenders since July of 2013. Of the total number of offenders, 2,591 are actively registering throughout the State, and 2,280 offenders are on the list for Megan's Law.

As new laws go into effect, the Sex Offender Registry must stay current with those registration requirements and assist local police departments in complying with these changes. In April of 2014,

the Sex Offender Registry offered updated training for all local and federal law enforcement agencies in order to achieve this goal. There were 180 attendees who represented 107 agencies across New Hampshire.

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

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

The Forensic Laboratory 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, several state law enforcement agencies including the State Police, 10 county sheriff's departments, numerous city and town fire departments, and, upon occasion, federal law enforcement agencies conducting criminal investigations in the State.

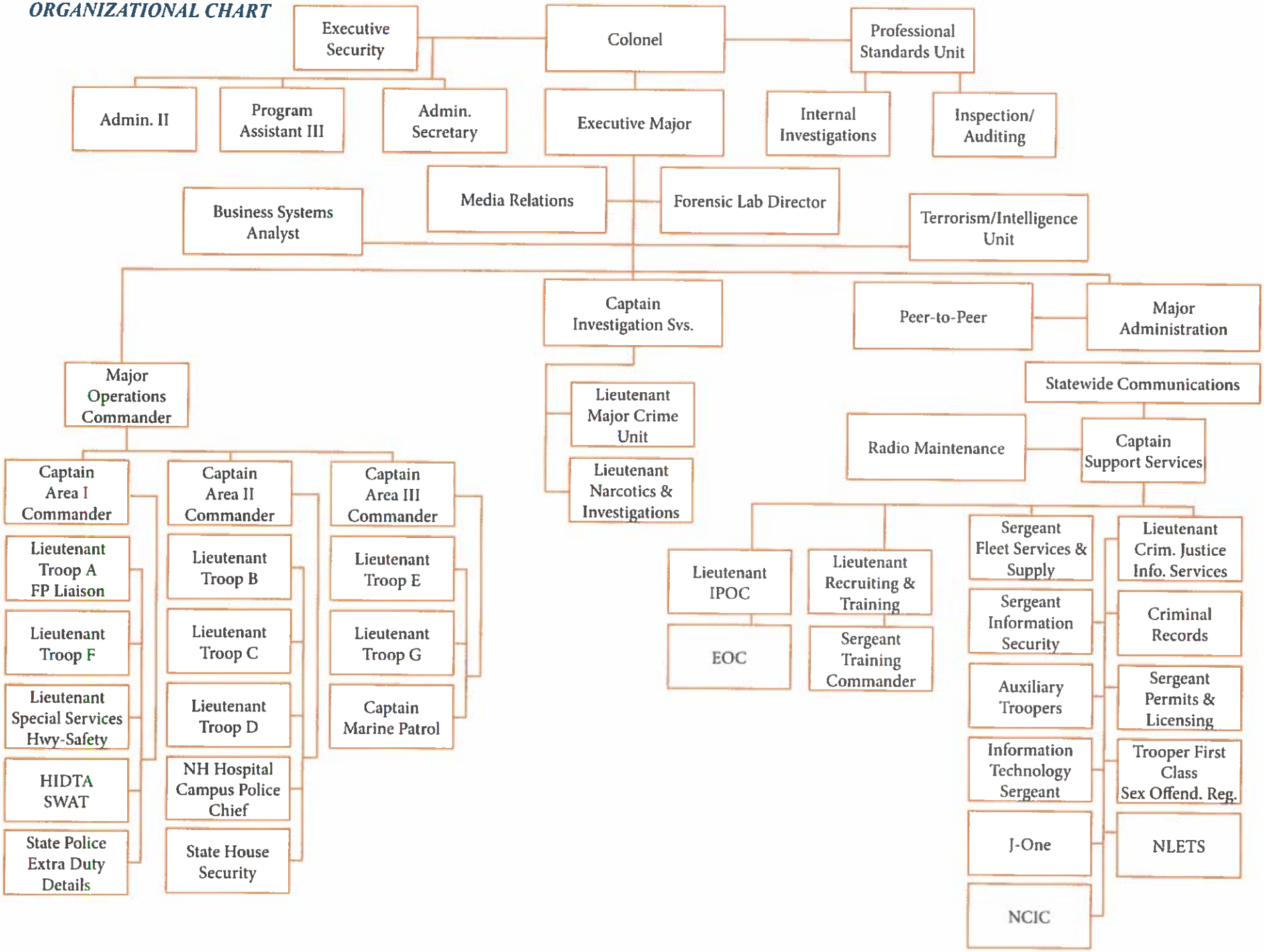
The Forensic Laboratory is nationally accredited by the Association of Crime Laboratory Directors – Laboratory Accreditation Board (ASCLD/LAB) and soon to be ISO certified as well. The Forensic Laboratory is comprised of two main laboratory facilities, the Criminalistics Group and the Toxicology Group. Technical services currently offered by the Criminalistics Group include firearms and toolmarks, latent impressions (i.e., fingerprints, 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 46 criminalists, administration and support staff that together enable the Forensic Laboratory to be a state-of-the-art facility with highly trained and experienced specialists in each discipline.

During fiscal 2014, the Forensic Laboratory continued to prepare for the transition to ISO-based standards during the next laboratory inspection, set for August 2014. The laboratory began the process of identifying new methods of analysis for the myriad of chemical substances that are used both therapeutically and illicitly. Synthetic cannabinoids (e.g., K2, Spice, etc.) and other designer drugs (e.g., those marketed as "bath salts" and plant food) were submitted in record numbers to the laboratory. Many of the substances were determined to be non-actionable in the legal sense due to minute differences in chemical structure. Changes to the State's law will most probably be addressed in the near future as a result of the laboratory's findings. While case activity continues to increase, the Forensic Laboratory staff has maintained the central mission of processing cases and providing analytical results of the highest quality to New Hampshire's law enforcement agencies.

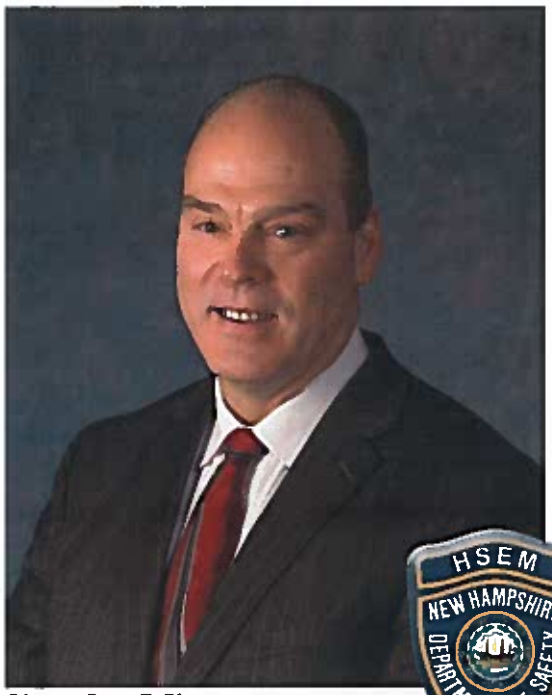
The Professional Standards Unit of the Division of State Police is responsible for maintaining the Professional Standards of Conduct manual; conducting administrative investigations regarding complaints made against division members, generated both internally and externally; and investigating and reviewing all use-of-force incidents and pursuits. The Professional Standards Unit is responsible for ensuring that all division members adhere to the laws of the State as well as the Professional Standards of Conduct.

In this fiscal year, 56 complaints were received by the unit. These complaints consisted of 24 generated by complainants from outside the Division of State Police and 32 generated by the division itself. Approximately 40 percent of division-generated complaints were due to at-fault cruiser accidents or other equipment damage. Of the 56 complaints, 31 were classified as sustained, 10 were exonerated, eight were not sustained, four were unfounded, and 3 were non-actionable. Additionally, the Professional Standards Unit reviewed 37 pursuit incidents as well as 53 use-of-force incidents involving members of the division.

DIVISION OF STATE POLICE
ORGANIZATIONAL CHART



DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT



Director Perry E. Plummer

MISSION STATEMENT

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

In fiscal year 2014, the Division of Homeland Security and Emergency Management...

- obtained $7 million in public assistance grants from FEMA for local communities;
- activated the State Emergency Operations Center 20 times;
- awarded close to $2.2 million in grants from New Hampshire's Emergency Management Performance Grant Program to State and local governments, educational facilities, non-profit agencies and communication dispatch centers including:
  - *$500,000 from New Hampshire's Emergency Management Performance Grant Program to enhance school building security, and*
  - *93 grants averaging $22,782;* and
- rolled out a statewide phone-based emergency alerts notification system, NH Alerts, and a completely revamped preparedness website, ReadyNH.gov.

DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

The Division of Homeland Security and Emergency Management (HSEM) is responsible for coordinating New Hampshire's response to major natural or human caused disasters. For natural disasters, it has the primary responsibility for leading that response. For emergencies involving public health or law enforcement incidents it takes a supporting role.

HSEM was established in 1951 as the State's Office of Civil Defense. During the Cold War, its primary function was to plan to protect the State's civilian population in the event of a nuclear attack. Today, the agency's focus is planning for natural and human caused disasters.

In 1982, the agency became the Governor's Office of Emergency Management, and it was tasked with development of emergency plans for the Seabrook Station nuclear power plant, which was then under construction. When Seabrook came online in 1990, it continued to develop those emergency plans to keep up with a growing population in the Seacoast and to conduct regular graded exercises for Seabrook Station and Vermont Yankee.

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

The HSEM staff of 39 full-time and two part-time employees form 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 sections based on function: Administration, Operations, Planning, Technological Hazards, Field Services and Communications. Administration includes the director, assistant director and financial administrators. It provides for overall agency leadership and direction. By statute, the Director of Homeland Security and Emergency Management reports to both the Governor and the Commissioner of Safety.

The Operations Section manages the day-to-day operations of the organization and keeps the State Emergency Operation Center in a state of readiness. The Technological Hazards Section is primarily responsible for maintaining the Radiological Emergency Response Plans for Seabrook Station and Vermont Yankee.

The Planning Section administers federal grant programs and documents disaster assistance requests to the Federal Emergency Management Agency (FEMA). The Field Services Section is made up of field representatives who cover each of the State's 234 cities

RIGHT: Flash floods continue to cause serious damage to the western parts of the State. Flood damage similar to this image occurred in Winchester shortly after a flash flood washed away a section of Old Westport Road along with 11 other roads in Winchester leaving 26 homes completely isolated.

and towns to assist in the development of local emergency plans and grant applications.

Field representatives also act as liaisons between the towns they represent and the State.

The Communications Section operates the SEOC's communications room. This includes a variety of radio and telephone communications equipment. This system allows the State to maintain contact with other state organizations, local public safety agencies and federal partners such as the National Weather Service and the nuclear power plants. SEOC communications facilities also include positions for amateur radio operators, who play a significant role in emergency operations.

A Presidential Disaster Declaration was issued on August 2, 2013 in response to widespread flash flood damage to State and community infrastructures in Cheshire, Grafton and Sullivan counties, as well as to many homes in those communities. The flooding occurred during the period of June 26, 2013 to July 3, 2013.

HSEM was able to obtain more than $7 million in public assistance grants from FEMA in response to the flood damage.

The State's Emergency Operations Center responded to 19 other activations and several incidents that required State-level coordination.

The Operations Section monitors day-to-day incidents, activities and events within New Hampshire that could require a State response. The Section maintains and operates the State Emergency Operations Center (SEOC) with a staff of 8 full-time employees. The SEOC serves as the command and control center for the State during an emergency, to support interagency coordination and executive decision-making authority on a statewide basis.

In FY2014 the SEOC was activated 20 times in response to disasters, special events and exercises or drills. Activations were classified in the following categories: weather, special events, public health, law enforcement, earthquake and radiological emergency preparedness.

The Operations Section also is responsible for the division's fleet vehicles, mobile communications, duty officer program, logistics, safety, Emergency Management Assistance Compact (EMAC), International EMAC, WebEOC, updating, posting and publishing the Emergency Support Function roster, the Radiological Instrumentation and Calibration (RIMC) Shop and assuring that HSEM maintains a high degree of preparedness and readiness.

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 local, State and federal public safety entities and critical infrastructure partners.

The RIMC shop provides for the maintenance, calibration and training for all State issued radiological equipment for the purpose of protecting New Hampshire citizens against the harmful effects of ionizing radiation.

The Technological Hazards Section is responsible for New Hampshire's Radiological Emergency Response Program (RERP). This section is staffed by three full-time personnel and two part-time employees.

Its mission is to coordinate the efforts of federal, state and local governments with planning, training, and exercise guidance for radiological emergency response.

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

These two nuclear power plants impact several communities in Cheshire and Rockingham Counties and one community in Hillsborough county, with regard to emergency evacuation planning.

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

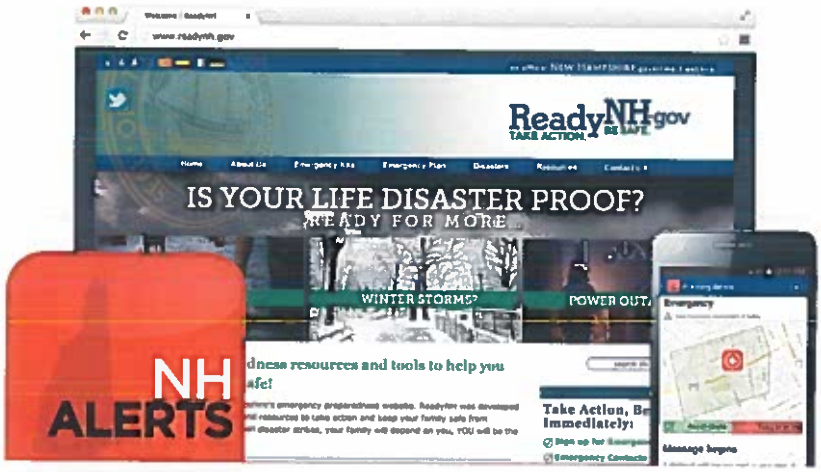
Vermont Yankee has five New Hampshire towns in its radiological emergency planning zone and one additional evacuation host community.

This past year has brought

INTRODUCING

ReadyNH.gov

TAKE ACTION. BE SAFE.



NEW HAMPSHIRE DEPARTMENT OF SAFETY LAUNCHES READYNH.GOV AND FREE EMERGENCY ALERTS SYSTEM

In fiscal year 2014, the New Hampshire Department of Safety announced the launch of ReadyNH.gov and NH Alerts, two tools to help anyone in New Hampshire stay informed and prepare for before, during and after local emergencies and statewide disasters.

ReadyNH.gov, an updated website, and NH Alerts, a free emergency notification system that works with both mobile and landline phones, were developed by the Division of Homeland Security and Emergency Management.

"We're very proud of ReadyNH.gov and NH Alerts." Perry Plummer, director of New Hampshire Department of Safety's Homeland Security and Emergency Management, said. "ReadyNH.gov provides easy-to-follow, step-by-step guidance for anyone to effectively and efficiently prepare for natural and man-made disasters. NH Alerts allows us to reach out with emergency information to anyone in the State who has registered with the website or downloaded the free app. Individuals, families, organizations and businesses taking the time now to use these two tools should be well informed and prepared and will know what to do during and after the next disaster."

The free NH Alerts emergency notification system allows residents who have registered via ReadyNH.gov to be notified of statewide emergencies through mobile and landline phones. Residents must go to ReadyNH.gov to sign-up for the free alerts system.

the announcement by Entergy Inc. of the decommissioning of Vermont Yankee at the end of 2014. The Tech Hazard Section has been working with our partners and other State agencies on the effects of the shut-down on the State and the southwest portion of the State. Various meetings and informational gatherings have been held and continue to be planned throughout the process to ensure that the citizens of New Hampshire have ample opportunity for input and gathering of information regarding the plant closing and its impacts.

The Field Services Section is responsible for outreach to local communities. The section provides technical and organizational assistance in preparing for, responding to, mitigating and recovering from natural, manmade, technological or nuclear disasters and emergency situations. The Field Services section is staffed with nine full-time personnel who serve the 234 New Hampshire communities.

Field Services Representatives function as liaisons with local communities during State Emergency Operations Center activations whether they are planned (e.g., a NASCAR race) or unplanned events (e.g., severe weather). They establish and maintain communications with affected communities, pass along event-related information, and ensure resource requests are handled properly.

Program Assistance and Promotion is provided by the Field Services section during normal operations through the support of agency programs and assistance to communities and other agencies with a variety of items.

Local Emergency Operation Plans (LEOPs) are required

of each community in the State of New Hampshire. Each LEOP establishes a framework for the local government to provide assistance in an expeditious manner to save lives and to protect property in the event of a disaster. The purpose of an LEOP 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.

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

The Business and Finance Section is responsible for budgeting, purchasing, accounts payable, accounts receivable, and financial reporting for State and federal funds as well as coordinating human resources and payroll for the division. This section is staffed with two full-time personnel.

The Planning Section carries out critical administrative and management functions related to federal grants for hazard mitigation, assistance to local emergency management efforts, and disaster aid. The section also operates an emergency planning program for New Hampshire schools and provides financial and technical support for exercises by State and local first responders. Additionally, the section provides education and outreach for natural hazards such as hurricanes.

The Planning Section assists local communities and State agencies with National Incident Management System (NIMS) compliance. This compliance is critical for local and State agencies when they are applying for federal funds.

The Planning Section is responsible for the development and annual update of the State's Preparedness Report and the Threat Hazard Identification and Risk Assessment Federal Requirement.

The National Preparedness Goal, which identified and defined five Mission Areas (Prevention, Protection, Mitigation, Response and Recovery) and 31 associated Core Capabilities that are necessary to prepare for the specific types of threats and hazards posing the greatest risk to the Nation. This was accomplished by the Threat Hazard Identification and Risk Assessment. The THIRA was developed to provide a methodology for identifying Capability Targets.

The State Preparedness Report (SPR) is an annual self-assessment of State preparedness sent to the Federal Emergency Management Agency. Current regulations require an SPR from any state or territory receiving federal preparedness assistance administered by the Department of Homeland Security.

The Homeland Security Exercise and Evaluation Program is the responsibility of HSEM. The Exercise Training Officer works directly with local jurisdictions to create and perform meaningful drills and exercises and assist with the related grant paperwork. Homeland Security exercises are 100 percent federally funded.

The exercise funding is divided into both the State Homeland Security Grant Program, which funds all-hazards exercises, and the Law Enforcement Terrorism Prevention Program, which funds law enforcement-focused exercises such as active shooter exercises. The Law Enforcement Terrorism Prevention Program focuses on providing resources to law enforcement and public safety communities to support critical terrorism prevention activities such as establishing or enhancing fusion centers and collaborating with non-law enforcement partners, other government agencies, and the private sector. These exercise funds are used for training and exercising.

Exercising will continue through the next fiscal period with an emphasis on building a program that can be implemented seamlessly by the local jurisdictions.

The Emergency Management Performance Grant exists to assist State and local governments and other eligible agencies in preparing for all hazards. The EMPG Program has a 50 percent Federal and 50 percent local cost match (i.e., cash or in kind) requirement. In fiscal 2014, the EMPG Program awarded close to $2.2 million in grants to State and local governments, as well as non-profit agencies and communication dispatch centers.

New Hampshire made $500,000 of the year's EMPG funds available to enhance school building security. The purpose of this EMPG for schools program was to assist School Administrative Units with funding for projects that would improve and enhance their schools' physical security. Funds could be used for securing and controlling access points, extra security equipment, and improving school security technologies. Each grant could not exceed $50,000 per School Administrative Unit. Fifteen units received grant awards.

There were 93 grants awarded between July 1, 2013 and June 30, 2014.

Hazard Mitigation is performed through two specific programs: the Hazard Mitigation Annual Program, and the Hazard Mitigation Grant Program.

The Hazard Mitigation Annual (HMA) Program consists of two types. The first is Pre-Disaster Mitigation (PDM). PDM is a 75/25 percent match that is utilized to help fund local community hazard mitigation plans, fluvial erosion plans, and adaptation plans. The second program under the HMA is the Flood Mitigation Annual Plan (FMA). FMA is also a 75/25 percent match that assists with flood mitigation activities such as acquisition of property, elevation and drainage improvement projects.

The Hazard Mitigation Grant Program (HMGP) is directly derived from a presidentially declared disaster. HMGP funds are allocated by FEMA to the State based on 15 percent of the total of damages to public infrastructure from the disaster.

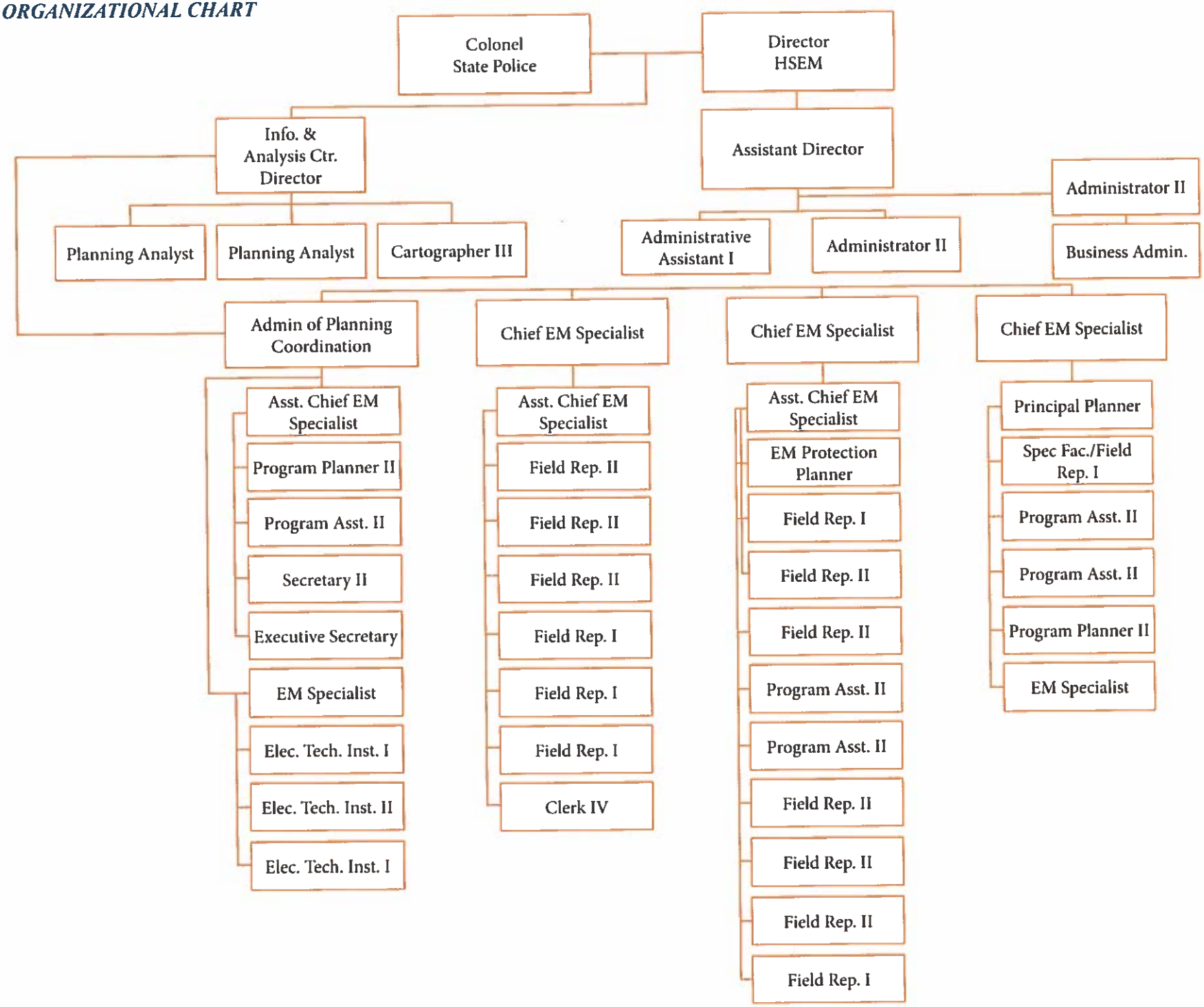
The Communications Section is responsible for functioning as the State Alternate Warning point for receiving and relaying alert and warning messages. These alerts and warnings may originate from the National Weather Service, Vermont Yankee, Seabrook Station, FEMA or many other types of all hazard origination.

These activities are managed from the State Emergency Operations Communications Room adjacent to the SEOC. The Emergency Alert System messages composed by the Public Information Officer are transmitted to the public from the communications room by the EAS Operator.

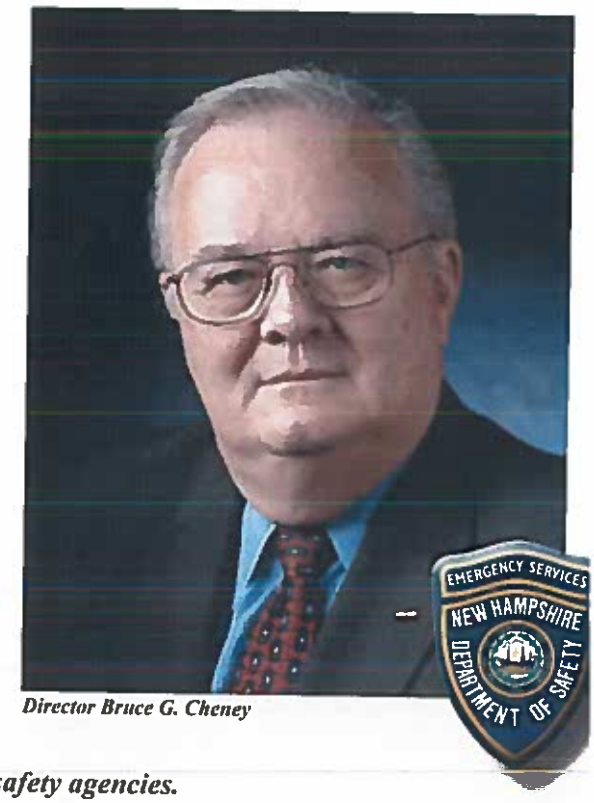
The communications section is staffed by a section chief, but volunteer support is available through New Hampshire ARES radio operators and the New Hampshire Telecommunications Emergency Response Te am. The Communications Section also monitors public safety radio traffic and constantly assesses State communications infrastructure operational status.

DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

ORGANIZATIONAL CHART



DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS



Director Bruce G. Cheney

MISSION STATEMENT

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

In fiscal year 2014, the Division of Emergency Services and Communications...

- had one of the lowest telephone surcharges in the country, currently at 57 cents per month per active line;
- performed 1,067 exigent requests for law enforcement;
- performed 690 requests for judges to issue emergency orders;
- located emergency sign language interpreters for law enforcement 25 times;
- automated the process for providing interpretation services resulting in significant time savings and efficiency;
- processed 429,654 9-1-1 calls consisting of approximately 80 percent wireless calls and 20 percent VoIP and landline calls;
- utilized TTY (teletype for the deaf) 13,441 times; and
- provided quality assurance by reviewing 6,046 medical cases and 12,550 police and fire transfers with an average score of 98.33 percent.

DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS

The Division of Emergency Services and Communications, under the leadership of Director Bruce Cheney, consists of the Bureau of Emergency Communications, which operates the State's Enhanced 9-1-1 emergency system, along with affiliated mapping, technical, and administrative roles; the Bureau of Statewide Telecommunications, which provides the State's Voice over Internet Protocol (VoIP) telephone system; and the Bureau of State Police Communications Maintenance.

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 E 9-1-1 system provides a nationally-accredited, state-of-the-art emergency service response to residents and visitors to the State. It continues to have one of the lowest telephone surcharges in the country, currently at 57 cents per month per active line.

During fiscal year 2014, the division worked on a number of projects to improve service, including reaccreditation from the International Academies of Emergency Dispatch. In addition, New Hampshire remains the 30th Center of Excellence in the world for maintaining the highest standards in emergency medical dispatch. Also, the Data Operations Support Section implemented the Statewide Telephone Emergency Preparedness (S.T.E.P.) project to help school districts be E 9-1-1 compliant. In preparation for Next Generation 9-1-1 (NG 9-1-1), the Information Technology staff deployed a carrier network to over 80 New Hampshire dispatch centers.

The Administration Section is tasked with budget and financial transaction oversight, multi-facility and vehicle fleet maintenance, public relations, workforce development, human resources, projects and planning, general support of the division's sections (e.g., PSAP, IT, Mapping/GIS, Special Projects, and State Police Communications Maintenance Bureau), and legislative interaction. Activities include ordering, payment processing, inventory control and auditing, E 9-1-1 surcharge receipt and tracking, expenditure tracking, Governor and Council contract preparation, and various human resource functions. Public relations includes graphics support for many division and department initiatives, production of the division's semi-annual newsletter, Supplemental ALI database maintenance, providing facility tours, outreach presentations to schools, community groups, and other dispatch agencies, and a host of other communication projects such as Department LEAN events.

The Administration Section continues to focus on becoming more efficient and productive by implementing tighter integration of project management best practices and improved communications both internally within the unit and externally with division sections and other key constituents. The "Path" database, wherein all major section projects and key areas of staff responsibility is tracked and monitored as to project management needs (e.g., resources, contracts, authorization, time, etc.) continues to rapidly develop and be refined in order to best capture and communicate successes as well as identify areas to improve upon.

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 E 9-1-1 concern.

The maintenance staff takes care of fleet and facility maintenance needs, including mechanical, safety, cleanliness, and aesthetics at the Laconia and Concord facilities, as well as sites such as the IPOC garage which houses the division's main communication response vehicles, 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 on a moment's notice.

The Operations Section has two call centers, known as Public Safety Answering Points (PSAPs), that are located 26 miles apart and offer 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 situation. Should one facility become inoperable, all calls will be answered at the secondary facility.

The bureau performs a large and growing number of functions and support services. In fiscal year 2014, the bureau performed 1,067 exigent requests for law enforcement. An "exigent request" is a life-threatening situation or one in which imminent harm is antic-

ipated where the only information might be a phone number. The supervisor will enter the phone number into an online database known as the Local Number Portability Enhanced Analytical Platform (LEAP). LEAP provides the service provider who is then contacted for subscriber information. In the case of cellular phones, the bureau also requests 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.

E 9-1-1 also performed 690 judge requests. These are situations that arise outside of normal business hours where law enforcement requires access to a judge in an emergency situation. The bureau is the primary contact for the court system in many areas of the State.

Among the provided services, the bureau locates emergency sign language interpreters for law enforcement, the courts, hospitals, etc. The BEC performed this service 25 times in fiscal 2014. In past years, the PSAP supervisor was tasked with manually calling more than 100 interpreters to fulfill a request. In fiscal 2014, the call request was automated, which resulted in a significant time savings thereby making the process very efficient.

When a hospital in southern New Hampshire goes on "diversion," the bureau is the contact agency. Reasons for these diversions range from Emergency Department saturation to Cardiac Cath Lab shutdown. Once contacted with the diversion request, the BEC notifies a predetermined list of surrounding dispatch agencies and ambulance services that might bring patients to those hospitals. Each diversion request is good for three hours per the New Hampshire Hospital Association. If an extension is requested, that necessitates a new round of phone calls as does the hospital coming off diversion.

The bureau serves as the contact point for emergency services requiring a foreign language interpreter. In fiscal 2014, the bureau utilized the AT&T Language Line service 963 times, requesting 36 different languages. Spanish was requested the most at 553 times. The next closest was Arabic with 64 calls and 10 languages were requested only once. The majority of these requests were to allow us to process calls, but many were because the emergency services community reached out to us for assistance.

The statewide Emergency Notification System (ENS) was introduced in fiscal 2012 to both PSAPs and the State. E 9-1-1 supervisors are able to generate a recorded telephone message, e-mail or text to a user-defined geographic area at the request of pre-authorized government officials in emergency situations. This system will automatically call landline telephones and play a customized message. In fiscal 2014, the system was used 35 times.

The two Public Safety Answering Points (PSAPs) at Concord and Laconia processed 429,654 9-1-1 calls in fiscal 2014, consisting of approximately 80 percent wireless calls and 20 percent VoIP and landline calls. TTY for the deaf was utilized 13,441 times, the majority for open lines.

The Quality Assurance team reviewed 6,046 medical cases and the supervisors reviewed 12,550 police and fire transfers with an average score of 98.33 percent. Transfers to police and fire dispatches averaged 35.08 seconds for cell phones and 20.31 seconds for landline phones.

The Training Unit conducted two 16-week classes for new hires. In addition, six 24-hour Communications Training Officer (CTO) Certification classes were held for our employees as well as local dispatch agency employees. One of these CTO classes took place in Keene for outside agencies. Two Public Safety Telecommunicator classes were held for local dispatch agencies. The training section worked with the New Hampshire Emergency Dispatch Association teaching one of these classes at New Hampshire Police Standards and Training (and remotely in Lancaster) for 35 people. There were 31 monthly continuing education programs offered in both PSAPs and classes were held to allow all shifts to take advantage. The training unit has participated in five classes on the implementation of the Emergency Notification System.

The Data Operations Support Section is comprised of three different units dedicated primarily to the maintenance of the E 9-1-1 Telephone ALI (Automatic Location Information) Database and the E 9-1-1 Geographic Information System (GIS) Database. These two databases are mission critical to the operation of E 9-1-1, especially the location of cellular calls and are essential for the migration to Next Generation 9-1-1 (NG 9-1-1). They are also the basis of the statewide Emergency Notification System. The Mapping and Database and

Community Relations units have separate, dedicated tasks but most workflows require daily interactions between these units.

Since 1994, the Mapping Unit of the Data Operations Support Section has been utilizing Global Positioning System (GPS) technology and Geographic Information System (GIS) software to provide addressing systems and emergency response maps for communities across New Hampshire. The use of this technology and equipment has enabled us to provide accurate location information for wireless Phase II locations. 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 either based on cell site or sector information, or on caller location information.

The E9-1-1 GIS database currently contains more than 433,000 locations of addressable attributes such as houses, businesses, hospitals, police stations, fire stations, campgrounds, etc. In the last year, the Data Operations Support Section has added over 28,000 points to the database bringing the total number of fully collected cities, towns and unincorporated areas up to 230. This data now includes highly detailed information for all multi-tenant structures in the State. NG 9-1-1 standards dictate that there is one GIS site feature for each address and that it include "sub-addresses" which include designations such as unit, apartment and suite. Currently, the division has collected this NG 9-1-1 detailed address information in 67 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) to correct discrepancies.

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

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

Over the past year, staff from all three units assisted in the management and implementation of the statewide Emergency Notification System. Utilizing data from the GIS and ALI Database, the division operates an emergency alerting system which is available to every municipality in the State. Authorized officials have the ability to send out geographically targeted emergency messages either by calling a PSAP supervisor to initiate a message or by applying for direct access and logging in to the system directly. The division not only maintains this system but also provides training classes on a regular basis and assists end users with troubleshooting any issues with accessing the site. To date, 108 municipalities have signed up for the system.

The Technical Support Section's primary function is to maintain and support the Enhanced 9-1-1 call center along with the 71 remote ANI/ALI workstations deployed over the frame relay Wide Area Network which connects to all dispatch agencies in the State. In addition, the Technical Support Section is responsible for support of the administrative Local Area Networks, coordination with all vendors, support of building access systems and coordination with municipalities regarding pertinent Enhanced 9-1-1 system information such as Emergency Service Numbers.

In addition to the daily support requests from both inside and outside of the agency, a few of the major projects completed include: testing and development of upgrades for the Valor Computer Aided Dispatch (CAD) and MicroData xTrakker.

Valor CAD is the software used to send information to remote dispatch agencies throughout the State. This system provides the platform for sending and receiving ANI/ALI data. The MicroData xTrakker solution is the GIS/ map-

ping solution used for map display in both the PSAPs and at remote dispatch agencies. This map display assists with locating callers in need of assistance as well as determining which dispatch center a caller should be routed to for assistance. The Technical Support group has worked closely with the vendors and end users testing and enhancing the development to ensure success once both of these systems are fully vetted and prepared for deployment.

This year saw an upgrade to the medical software (i.e., AQUA and Faircomm server) used by EMDs and remote dispatch agencies for evaluation of medical cases and performance of the EMDs, ensuring medical compliance and accreditation.

Additional equipment was purchased to increase the number of virtualized systems, in an effort to move as many current systems to virtual platforms where technically possible. The division continues to see increased benefits from this conversion, including additional survivability, performance increases, consolidated management, reduced power consumption, and an extended equipment use cycle.

The state-of-the-art Cisco IP phone system which was deployed in the Incident Planning and Operations Center has become the new model for the State as it migrates from its legacy copper Centrex system. In this area, the Technical Support Section's role changed over this period to one of higher tier support, while the day-to-day help desk and deployment was moved to the Statewide Telecommunications group.

The Special Projects & NH VIEWW Section collects geographic data throughout the State to support the delivery of emergency services at the regional and local levels. The unit maintains and updates electronic mapping data layers that are integrated in the location identification software utilized in the two PSAPs. The data is used by the Emergency Medical Dispatchers to accurately locate wireless E 9-1-1 calls for processing to the local public safety dispatch centers. The unit maintains an inventory of comprehensive maps for the PSAPs, including highway reference maps, high-incident areas such as Lake Winnipesaukee and popular recreation areas in the White Mountain National Forest, and OHRV trail maps.

The unit maintains location verification for each registered cellular telephone tower in New Hampshire. Verification and maintenance of this information is critical to the accurate location identification of a Phase I cellular E 9-1-1 call. This is an ongoing task as new cellular towers are installed throughout the State.

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

These comprehensive maps assist Emergency Medical Dispatchers in locating callers using E 9-1-1 as well as the local dispatch and response agencies in directing appropriate resources to the scene of incidents. They have also proven to be a valuable resource for emergency planning and preparation activities.

Each year, special event map products and data sets are updated for events such as NASCAR races, Motorcycle Week, the Seafood Festival, and other events that draw large crowds. Fiscal year 2014 saw the expansion of this service to other public gathering event areas throughout the State.

The Special Projects staff works with the New Hampshire Trails Bureau to continue its efforts to map snowmobile trails. This includes all groomed snowmobile trails in Coos, Grafton and Carroll counties, totaling more than 3,000 miles, and we will begin working on the lower half of the State in fiscal year 2015. Trail junctions and other important locations such as 24-hour accessible wired phones, emergency helicopter landing zones, and landmarks continue to be addressed according to E 9-1-1 addressing standards and are added to the geographic database.

The use of all-terrain vehicles (ATVs) on snowmobile trails is increasing. The unit is working with stakeholders to utilize existing snowmobile mapping standards and trail names to ensure that a trail used in the winter for snowmobiling has the same name as an ATV trail in the summer, to reduce confusion among first responders. Validated ATV trail data is approaching 1,000 miles. The unit is planning to continue this work with the New Hampshire Trails Bureau and local agencies in Grafton, Carroll and Belknap counties during the coming fiscal year.

The Special Projects Unit utilizes current emergency response data and location information to assist the Division of Homeland Security and Emergency Manage-

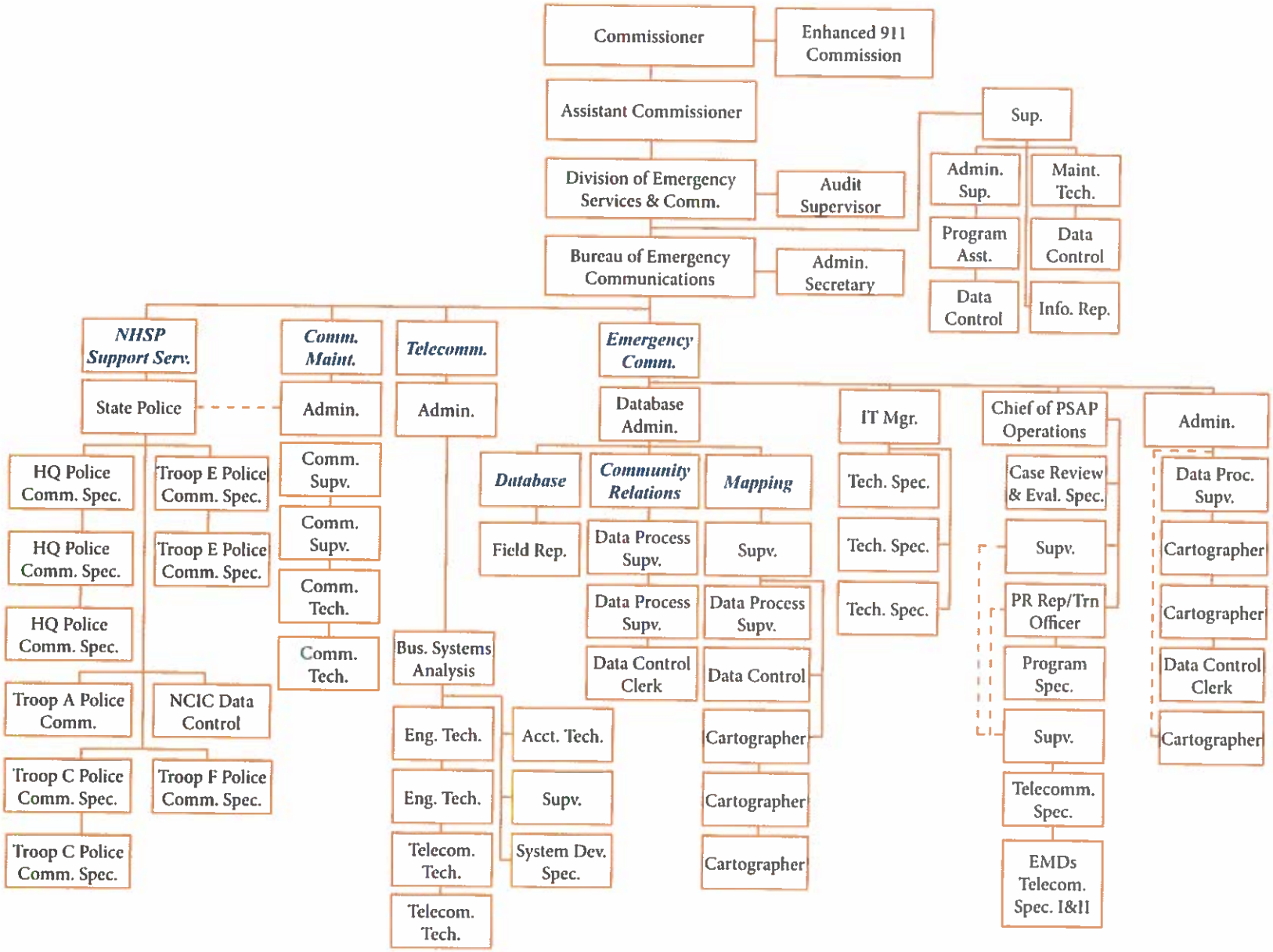
ment in revising its radiological emergency response plan maps. The plan maps provide emergency responders with detailed maps of important town features such as municipal buildings, traffic control points and evacuation routes in areas surrounding the Seabrook Station and Vermont Yankee nuclear power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

Assistance is provided to the Division of Homeland Security and Emergency Management with digital and paper displays of response-relevant data during Emergency Operation Center activations and provides a geographical situational awareness function during those activations in addition to a sustained mapping effort.

Development is ongoing for the New Hampshire Visual Information and Emergency Watch Web (NH VIEWW), a web-based interactive mapping interface. We have been deploying access to many users across the Department of Safety. NH VIEWW leverages substantial geographic data collected and maintained by the division to answer the question "Where?" It contains the foundations for reporting to and notifying identified public safety groups for increased situational awareness. The system incorporates tools for public safety officials to use for planning and response purposes. The NH VIEWW platform also allows agencies to share and maintain geographic data for daily operational use through a single map interface.

The most notable accomplishment for Special Projects this fiscal year was the development and completion of a statewide school safety and security mapping project which produced a consistent, multi-scale paper map set of each of the 485 public schools in New Hampshire. The recipients of the map sets were the respective local law enforcement agency and the regional SWAT team as part of Governor Hassan's School Safety and Security Initiative. The project was completed by January 1, 2013, and set a new standard for tactical planning and response maps for any location in our State. Additionally, the digital version of this project was made available to authorized users on the NH VIEWW platform.

DIVISION OF EMERGENCY SERVICES AND COMMUNICATIONS
ORGANIZATIONAL CHART



DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

Director Deborah A. Pendergast

MISSION STATEMENT

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

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

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

In fiscal year 2014, the Division of Fire Standards & Training and Emergency Medical Services...

- experienced nearly 30,000 sign-ups for our various classes at the Richard M. Flynn Fire Academy and in the field;
- was awarded an 85 percent match assistance to the federal Firefighters' Grant making possible the purchase of a mini pumper and 25 sets of firefighter turnout gear for $237,000; and
- established 21 "HeartSafe Communities" with Automated External Defibrillation devices in published, fixed locations.

DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

The Division of Fire Standards and Training & Emergency Medical Services is dedicated to ensuring accessible, high quality and cutting edge training to more than 10,000 municipal, volunteer, and on-call, fire and EMS responders statewide. The division continually researches best practices and ways to improve our 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.

During fiscal year 2014, Deborah Pendergast was appointed and confirmed as the new Director of the division. Also, the division reduced its major functional groups from three to two, the Bureau of Fire Training and Administration and the Bureau of Emergency Medical Services. Although these two Bureaus are linked together by their service to the citizens of this State, each bureau has a separate and distinct role in keeping New Hampshire citizens and emergency providers safe. The division officially opened the North Country Raymond S. Burton Fire and EMS Training Facility in August with a focus on re-investment in our physical facility by updating and replacing buildings, apparatus and props that were 20 years old.

The division's budget for fiscal year 2014 was $7,208,689. The division does not use General Fund or tax dollars as part of its budget. Rather, we are funded through a fee charged to insurance companies for

ABOVE: Director Pendergast works with a group of students on advancing hose lines to extinguish a car fire.

motor vehicle records. The fee provides all funding for this division, the Division of Fire Safety (Fire Marshal's Office) and 11 percent of the Division of Homeland Security and Emergency Management's budget.

Overall activity at the Richard M. Flynn Fire Academy and in the field throughout every county in the State is high, with nearly 30,000 attendees.

The Bureau of Fire Training and Administration oversees all New Hampshire fire and rescue certifications and training programs, both on-site and in the field. This bureau also oversees all support services required to fulfill our mission, including clerical services, facility upgrades, general maintenance, and maintenance of a transcript database. Additionally, this bureau oversees the maintenance for all of the Department of Safety's heavy vehicles.

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 campus in Concord. Enrollment has dropped across the board by about 10 percent. The drop in enrollment is largely attributed to a decrease in training grants, thereby requiring a reduction in the availability of no-cost courses to local communities.

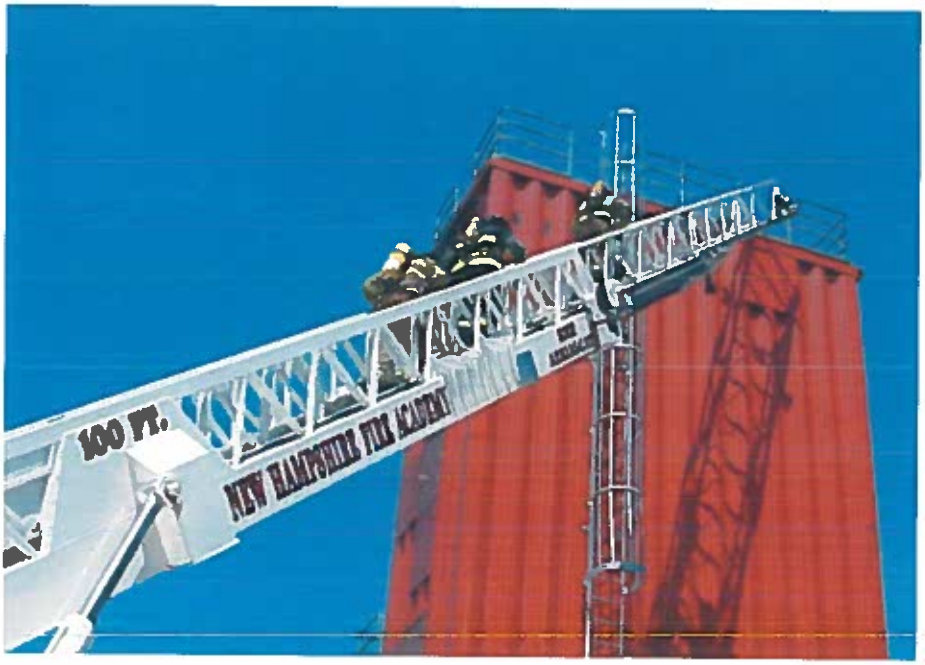
The division was awarded a federal grant under the Assistance to Firefighters Grant Program with 85 percent federal share funding. The grant will be used to purchase a mini pumper and 25 sets of firefighter turnout gear for $237,000. Much of the 20-year-old facility and props require upgrades and repairs. Completed repairs to the dorms and classrooms include mold remediation, upgrades to the HVAC system, replacement bedding, and new paint and ceiling tiles. Funding has been allocated for upgrades and repairs to the Class 'B' fire training building and the HVAC system in the Administration building. Currently, we are working with the Aeronautical Division of DOT, our FAA liaison, to obtain federal funding for repairs to our Aircraft Crash Rescue Facility and props. Our Aircraft Crash Rescue Facility is one of only two in the Northeast and crucial to the training needs of many airports and municipalities.

The Bureau of Emergency Medical Services is responsible for managing the training, testing, and licensing of EMS providers, units, instructors, training agencies, EMS dispatchers, and EMS vehicles, including wheelchair vans. Bureau activity continues to be on the increase.

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 295 New Hampshire EMS services with more than 5,300 EMS providers

LEFT: Students learn basic and advanced skills in swift water rescue techniques. These skills are increasingly important as the number of flooding incidents in the State also increase.

RIGHT: Students at the Fire Academy ascend an aerial ladder during a ventilation practical training.



who entered 205,155 EMS incident records. Currently, there are nearly 1.4 million records logged in the system.

The Bureau of EMS manages the New Hampshire Trauma System. Hospitals, ambulance services and first responder groups throughout the State work alongside the system's leadership, that is the Trauma Medical Review Committee and the New Hampshire Bureau of Emergency Medical Services (NHBEMS), to meet and exceed standards set forth for trauma care. Hospitals were asked by the system leadership to participate in a voluntary assessment of their administrative and clinical capabilities in trauma care. New Hampshire currently awards four levels of hospital assignment within the trauma system (i.e., Level I, Level II, Level III and Level IV) to those actively participating in the system. Members of the Trauma Medical Review Committee and the NHBEMS work together, along with participating hospitals, to continuously improve the delivery of care to seriously injured persons in New Hampshire. The program continues to be successful and there are 11 hospitals with current Trauma Level designations. This includes one Level I designation, one Level II designation, six Level III designations, and one Level IV designation. The committee works with many other hospitals in various stages of the process and we have 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 and the program is overseen by the Bureau of EMS. These protocols are a "living document" developed and drafted by the Protocol Committee of the New Hampshire Emergency Medical Services Medical Control Board. Keeping these protocols up-to-date and relevant takes continuous time and effort. At the option of the Bureau of EMS and the Medical Control Board, the protocols can be edited and updated at any time. However, they are formally reviewed, edited, and released every two years. The next edition is scheduled for release in 2015.

The Automated External Defibrillation Project (AED) is one of the Bureau of Emergency Medical Services' most successful projects. AED devices are known to significantly improve the chance of survival in a patient experiencing a cardiac arrest. Therefore, one of the many NHBEMS goals is to increase accessibility to AEDs in all sections of the State.

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

The New Hampshire AED Registry is a database of AEDs located in fixed locations and is a collaborative effort between an AED purchaser and the bureau, created to record AEDs located in New Hampshire. The AED Registry assists us in contacting AED owners in the event of device recalls, and providing updated AED-related information. The bureau provides the New Hampshire Bureau of Emergency Communications (NH 9-1-1) with the AED location information for inclusion in their call screen database. When the 9-1-1 Emergency Medical Dispatcher (EMD) receives an emergency call

from the assigned phone number, this system prompts the EMD to tell the caller about the location of the AED if the emergency is a potential cardiac arrest. There are currently 3,300 AEDs registered throughout the State.

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

The bureau also teamed up with the New Hampshire Affiliate of the American Heart Association to develop a "HeartSafe Communities" designation program for local communities. The intent is to promote and recognize the availability of accessible AEDs statewide. To date we have 21 HeartSafe Communities in the State and several communities in process to be a part of the program.

Training Grant Funding became available two years ago through the Homeland Security Grant Program. At that time, many departments across the State took advantage of the more than $4 million in awards. This was a one-time opportunity giving the New Hampshire first responder community a chance to raise the training and preparedness levels of full-time, call and volunteer first responders while keeping the training cost neutral to participating communities.

Training programs offered under the Homeland Security Grant Program included a host of specific technical rescue courses. These courses included Rescue Skills, Rescue Systems I & II, Technical Trench Rescue, Technical Rope Rescue Operations, Technical Confined Space Rescue, and Swift Water Rescue. We continue to receive training grant funding to keep these program offerings in the State.

The New Hampshire Fire Academy became a licensee of the new International Association of Fire Chiefs Fire Ground Survival Program. This life-saving course was offered on several occasions both on and off campus to our State's first responders. Additionally, current Hazardous Materials team members were offered a much-needed 40 hour 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.

Fire Fighter Entry Level Testing Procedures are conducted by the division and are used by fire

ABOVE: Students from Pease Fire Department train on extinguishing and searching an aircraft fire. The Aircraft Crash Rescue Facility is one of only two in the Northeast and crucial to the training needs of many airports and municipalities.

departments throughout the State. The candidate testing includes a general knowledge written test to measure a candidate's ability to read, comprehend, and solve simple math and technical problems which would indicate that they are able to learn the basic skills of fire training and education. Following the written exam each candidate must pass the nationally recognized Candidate Physical Ability Test (CPAT). Although the physical agility test does not require any prior firefighting education or background it does require the candidate to run an agility course of 8 specific tasks that are highly relevant skill sets for firefighting. Enrollment to compete in this testing process continues to be extremely high. Four-hundred-fifty candidates signed up for this year's exam. Once the candidate has passed both the written and physical agility tests, they are placed on a statewide list depicting their contact information and certification level for both fire and EMS. This list is then distributed to all participating fire departments. This program is funded by a $125 testing fee assessed to each candidate.

Course/Program evaluations and Audits are used to ensure all programs conducted or overseen by the division are of the highest quality possible and meet the recommended standards. The Peer Review and Auditing Program has been expanded with numerous audits conducted statewide for both Fire and EMS classes. Although these are time consuming, they are vital in ensuring the students receive the highest possible level of education.

The North Country Fire and EMS Training Facility was scheduled for an August ribbon-cutting ceremony. Much progress was made in fiscal 2014. With a unanimous vote from Governor and Council, the facility now officially bears the name Raymond S. Burton North Country Fire and EMS Training Facility. As of late June, the burn building is complete and the water supply portion of the project is scheduled for mid-August. Also, great progress has been made with the classroom building. With more than 1,300 hours of volunteer labor to date, the exterior walls have been completed, as well as the interior large classroom walls. The two bathrooms are nearing completion and will include new fixtures which have been donated by a local plumbing business. The design includes a 36-seat classroom, a small conference room or second classroom, a kitchenette, a field office, a storage area, and a decontamination bay for cleaning gear and equipment after training. The three northern counties, Coos, northern Carroll, and Grafton, consisting of 39 fire departments covering 60 communities, will soon have a regional site that will meet their training and budgeting needs. The project continues to move forward and will be complete during the winter of 2014.

New Initiatives are underway in several areas.

National Continuing Competency Program. We entered into a pilot program with the National Registry of EMTs to reduce the number of recertification hours and focus recertification content and the program is now active. The main advantage of this pilot program is the reduction of hours for providers entering the program and more control over the content topics for recertification. This is very similar to the refresher-by-continuing-education option already accepted in the State.

The Bariatric Project. $264,000 of Grant funding was used to develop an equipment cache and training throughout the State to allow our emergency medical responders to safely transport bariatric or obese patients. This equipment has been purchased and distributed to the 10 counties in the State at each cache site.

Mobile Integrated Health (Community Paramedicine) Project. We are researching best practices and systems that will allow New Hampshire to be responsive to changes in the Affordable Care Act and be more proactive in assisting with public health and patient home care issues.

Naloxone (Narcan) Project. This past year, working closely with the Governor's Office and her Task Force, a training program was created so that all levels of emergency medical responders have the training for and the access to this potentially life-saving drug in the face of the narcotic public health emergency. To date, more than half of all Basic EMTs, together with all advanced level EMTs and Paramedics, can now administer Narcan in the field.

Active Shooter Protocol Project. We have formed a task force and are in the research phase of this recent trend of giving additional training and equipment which will allow our EMTs and Paramedics to enter the "warm zone" in school shootings and other active shooter situations. The task force has met several times and is looking at best practices and levels of training.

The Bureau of Fire Training and Administration is also looking at new programs and initiatives:

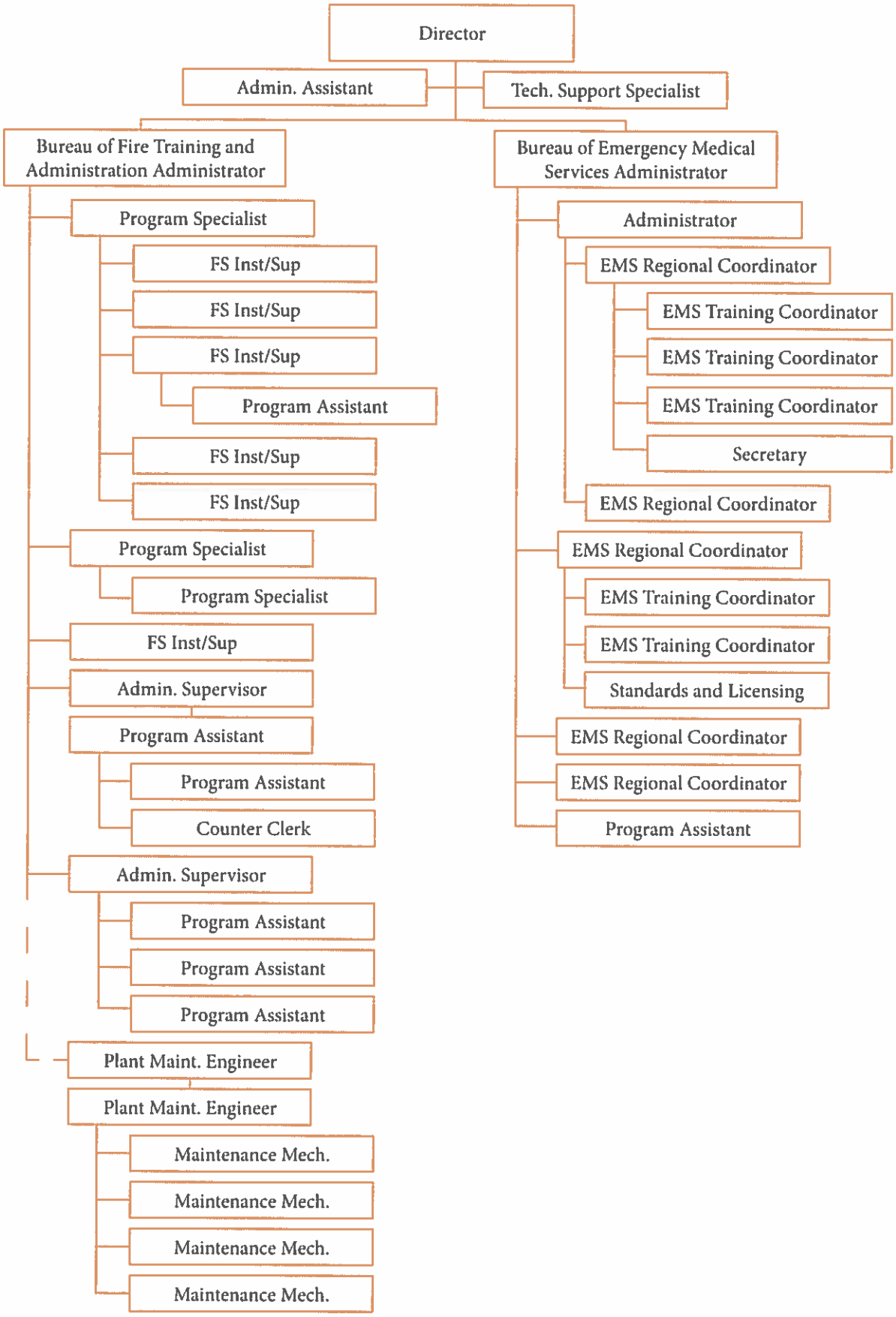
Rail Car Project. We are working with the New Hampshire Hazmat Collaborative and Pan Am Railways to potentially accept the donation of a rail car to use as a training prop on our drill yard for Mass Casualty Incident, technical rescue, and hazmat scenarios.

Instructor Development Project. Several staff members from both bureaus are working together to overhaul our training, mentoring and hiring of staff instructors to ensure we develop and hire only the most capable, knowledgeable and appropriate educators to present programs to our students. This project is nearly complete and we are testing one phase of the project in a current firefighter program.

Most of our staff and management attended LEAN training events. We believe in the LEAN process and philosophy and will continue to use this continuous improvement culture to help streamline how we do business.

Finally, in fiscal 2014, the academy continued to host the week-long Explorer Program, the week-long girls' fire camp (i.e., Camp Fully Involved), and many other State agency programs, Legislative campus tours, and our Annual Fallen Firefighter Memorial Observance.

DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES
ORGANIZATIONAL CHART



DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

Fire Marshal J. William Degnan

MISSION STATEMENT

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

In fiscal year 2014, the Division of Fire Safety, Office of the State Fire Marshal...

- conducted 620 fire and life safety inspections;
- responded to 127,505 calls during the fiscal year and 3,430 fires;
- certified 650 different brand types of reduced ignition propensity cigarettes for a total of $162,570 in revenue;
- conducted more than 1,200 inspections of amusement park rides and tramways;
- investigated 91 amusement park rides and tramways incidents; and
- issued 485 modular housing labels, ensuring that modular building components are constructed in accordance with the State of New Hampshire Building and Fire Codes.

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

The Division of Fire Safety, Office of the State Fire Marshal, is responsible for the protection of the public and the State's fire service with coordinated efforts in code enforcement, public education, hazardous materials, and fire incident investigation, thereby reducing the loss of life and property due to fire, building collapse, explosives incidents, and other emergencies. The division is divided into four bureaus: Investigations, Special Operations and Communications, Building Safety and Construction, and Administration. J. William Degnan served as the State Fire Marshal during fiscal 2014.

The Bureau of Investigations splits the State into two districts covering seven individual regions. Two district chiefs supervise seven investigators who each are responsible for a region of the State. These fire investigators are law enforcement officers who specialize in fire origin and cause investigation, criminal investigations involving arson, and other crimes. They also lead investigations into fatal fire deaths, building collapses, explosions and carbon monoxide related incidents.

Training is an important facet for the investigators. Investigators frequently attend both firefighting and law enforcement training through various educational opportunities provided in cooperation with the National Fire Academy, St. Anselm's College Arson Seminar, Post-Blast Investigation conducted by the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives as well as those 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 involved with fire origin and cause investigations as well as criminal investigations.

RIGHT: State and federal investigators work collaboratively on investigations. The U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives currently details a Special Agent to the NH Fire Marshal's Office. This Special Agent assists the Investigators with cases that involve violations of federal law and cases that involve the use of firearms and explosive devices.

The U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives currently details a special agent to the New Hampshire Fire Marshal's Office. This special agent assists the investigators with cases that involve violations of federal law and cases that involve the use of firearms and explosive devices. The investigators and the six part-time inspectors assigned to the Bureau of Investigations conduct fire and life safety inspections on all State buildings and assist local fire departments with any fire and life safety code inspections or code interpretations this year. Collectively, the investigators and inspectors conducted 620 total fire and life safety inspections.

The Bureau of Investigations responded to and investigated 173 fires and related incidents during fiscal 2014, 12 of which were death investigations. There were 11 arrests made in connection to the incendiary fire investigations and violations of the fire and life safety code during that time period.

Two Ignitable Liquid Detection Canines are employed

within the office. Canine Molly, a yellow Labrador retriever, is located in Coos County and Andre, a black Labrador retriever, is located in Belknap County. Both canine and handler are certified as a team through the Maine State Police Accelerant Detection Canine program and are re-certified annually. Due to their being trained on food reward, the canines and their handlers train daily, 365 days of the year. In fiscal 2014, the canines assisted investigators with 39 department cases and have been to numerous other fire scenes for other agencies to assist or participate in active training. During the year, both were active with public demonstrations for schools and professional organizations.

The Bureau of Special Operations and Communications is split into four sections, the Hazardous Materials Section, Fireworks Safety Section, Public Education Section, and Data Analysis Unit.

The Hazardous Materials Section provides technical assistance and guidance to the Regional Hazardous Materials Teams and communities throughout the State. It also assists communities with the development of hazardous materials emergency action plans, transportation, manufacturing, usage, storage and disposal questions regarding hazardous materials, and general hazardous materials questions.

Hazardous materials reporting data through the Federal EPA Tier II system are collected and compiled to assist communities with hazardous materials response preplanning and training. The unit assists State and local fire inspectors as they inspect buildings for fire and life safety code violations involving any hazardous materials issues. The section provides technical assistance to fire investigators in cases where hazardous materials are involved.

The unit assists federal agencies by providing technical expertise on known or potential hazardous materials involved in Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE), or clandestine laboratory activities. All unit members are federally recognized as members of the DEA Clandestine Laboratory Enforcement Team, a multi-agency response team. The Hazardous Materials Section administers numerous outreach programs to police, fire, and emergency medical services, as well as other government agencies, private businesses and industries regarding hazardous materials

LEFT: The Fireworks Safety and Enforcement Unit continues to develop and provide training programs for public safety officials relative to fireworks laws, regulations and inspections. One of the unit's programs is the Display Fireworks Emergency Response Training program. This program, which is developed and conducted with New Hampshire licensed professional pyro technicians, educates public safety officials about the dangers involved with professional style fireworks and pyrotechnics.

"Thank you for the Safety Educator... I think this is a valuable resource for schools and families."

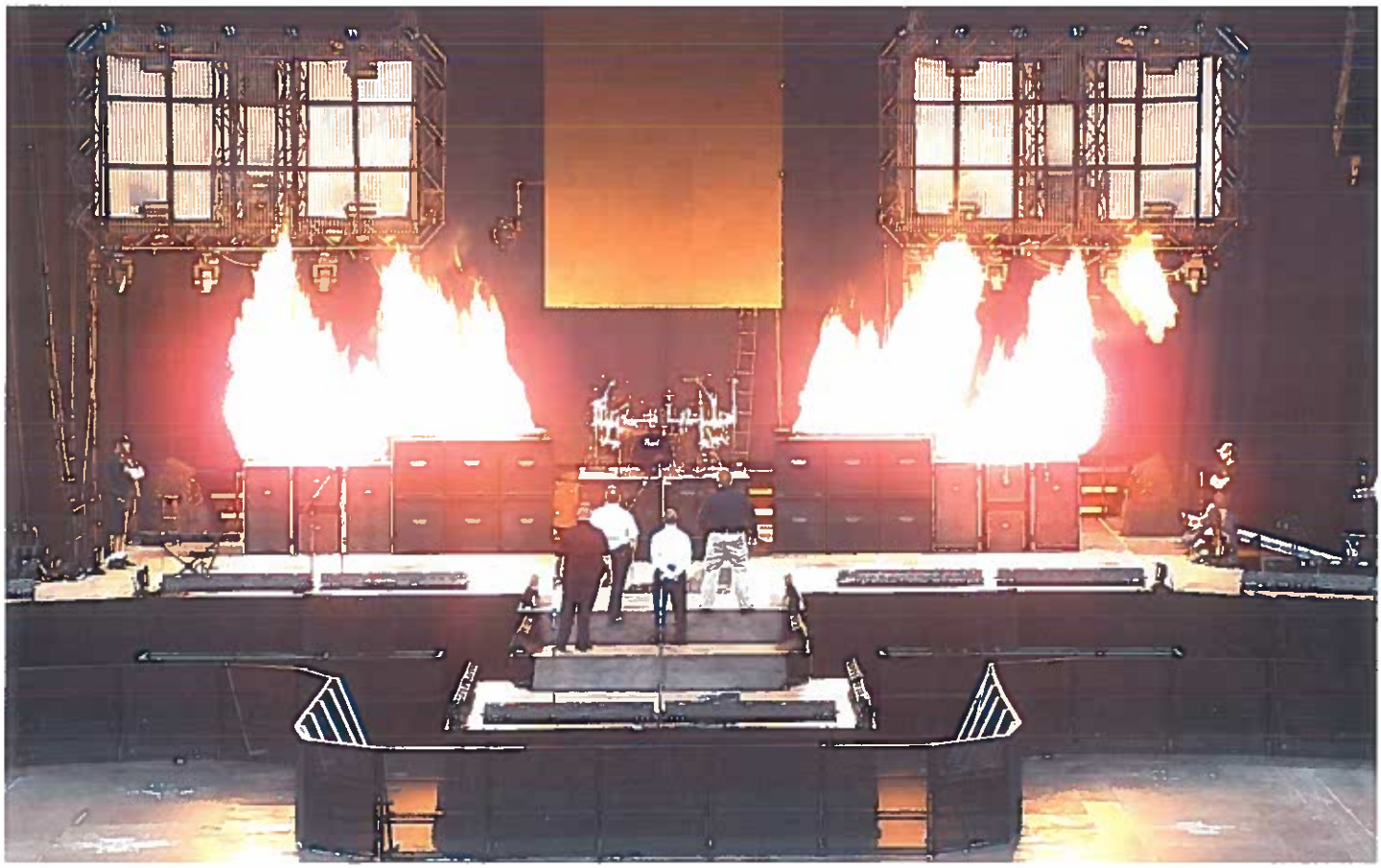
SUPERINTENDENT STEVE CHAMBERLIN, SAU #66

awareness.

The Fireworks Safety and Enforcement Unit is responsible for conducting inspections, investigations, and other enforcement activities relative to the use, handling, storage, transportation, and sales of fireworks. The Fireworks Safety and Enforcement Unit also licenses and permits anyone utilizing pyrotechnic, flame, or special effects before a proximate audience, and approves permits for those events.

The unit continually works in cooperation with a number of federal, state and local agencies when conducting enforcement activity including, the U.S. Consumer Product Safety Commission, U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives, the Federal Aviation Administration, the New Hampshire State Police, and many local fire and police agencies. The unit works with organizations including The National Fire Protection Association on developing codes and standards for the safe use, handling, storage, transportation, and sales of fireworks.

The unit continues to develop and provide training programs for public safety officials relative to fireworks laws, regulations and inspections. One of the unit's programs is Display Fireworks Emergency Response Training (DFERT). This program, which is developed and conducted with



ABOVE: Investigator Wyman conducts a Proximate Audience Inspection.

New Hampshire licensed professional pyro technicians, educates public safety officials on the dangers involved with professional style fireworks and pyrotechnics, and provides classroom lecture and practical examples on how to properly conduct inspections.

The unit partnered with the National Fire Protection Association to create two public service announcements concerning the dangers of consumer fireworks and the injuries that they can cause. These public service announcements were used in New Hampshire outreach as well as the NFPA's National Media Campaign.

In the fall of 2013, The unit participated in the creation of a working group of state investigators from around New England that meet on a quarterly basis to discuss fireworks incidents, enforcement activities, sharing information and code and rule requirements on a national, regional or state level. Members involved in this working group are from the following agencies: the Maine State Fire Marshal's Office, the New Hampshire State Fire Marshal's Office, the Vermont State Fire Marshal's Office, the Massachusetts State Fire Marshal's Office, the Connecticut State Police – Fire Investigations Unit, the Rhode Island State Fire Marshal's Office, and the New York State Fire Control organization.

The Public Education Section consisted of two public educators during fiscal 2014. Together, they managed a variety of public fire and life safety education components for the division. Being coalition members with numerous groups has ensured that fire and life safety education messages continue to reach new heights and avenues. Fire and life safety resources and support were provided to local fire departments, public educators, public health professionals, elder service providers and any other service organizations interested in fire and life safety education.

ABOVE: Sparky at Concord National Night Out.

A combination of new and established programs and federal grants helped meet the fire and life safety education outreach needs of the citizens of New Hampshire and fire departments. Our safety trailers and fire safety displays appeared at safety fairs and events organized by a number of organizations and departments. During these events, the division provided fire and life safety handout information and integrated education into every aspect of the event. Safety equipment and trailers are routinely maintained by a part-time equipment technician.

Throughout the year, fire safety messages were kept in the forefront by providing public education topics through media resources. The use of public media outlets allowed safety messages to reach a greater number of citizens and made them aware of events and safety facts to keep their homes and lives safer. In addition to social media, was the upkeep of the website, the continuation in production of an elementary school newsletter, and the division's participation in other organizations' newsletters with important safety messages on a regular basis. A number of press releases and public safety announcements were produced and distributed and proclamations were signed by the Governor.

The division continued to work with fire departments statewide to encourage the use of the various educational programs supported by the Fire Marshal including "Fire Is..., Risk Watch®" and "Learn Not to Burn®" to name a few. Our sprinkler and public education trailers, as well as "Hazard House Simulator" and other loaned equipment and displays continued to be highly utilized by the educators attending events, and by fire departments throughout the State conducting their own events. Training opportunities, including educational seminars, workshops and conferences, were attended. These opportunities allow educators to keep up with current trends and then utilize information to enhance statewide educational outreach programs.

The Education Unit continued to develop new curriculum materials and pamphlets and introduce new fire prevention resources. Over the course of the year the production of "Safety Educator," a fire and life safety education fact newsletter was continued and increased in distribution. This newsletter is distributed to students and their families with the assistance

of superintendents, principals and teachers in grades Pre-K through 4th grade. The 2nd Annual "Fire and Life Safety Calendar Contest" was held and prizes awarded to winning 3rd grade students throughout the State. It was well received and participation was high. Calendars were distributed to New Hampshire school children. The calendar program was financially supported by the Fire Marshal's Office, the New Hampshire Fire Prevention Society, and by donations received from businesses and other organizations throughout the State.

The Data Analysis Unit is responsible for operating the New Hampshire Fire Incident Reporting System (NHFIRS) which is 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 review what types of fires are occurring in New Hampshire. The data analysis unit conducts training for fire departments on how the system works. One of the enhancements to the system this year was the release of the data entry browser interface, which allows departments to enter data on any computer platform as long as they have an internet connection. The unit conducted four training sessions for fire departments this year.

New Hampshire fire departments responded to 127,505 calls during the fiscal year, and 3,430 fires occurred in New Hampshire. These fires caused $36,602,838 in damages. They resulted in 45 civilian injuries. The day-to-day operation of the system is performed by a data control clerk in the Bureau of Administration and is overseen by the BSO Bureau Commander, who serves as the NHFIRS Program Manager.

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

The Mechanical Safety & Licensing Section is established by RSA 153:27-38 and is responsible for the administration of Fuel Gas Fitting and Plumbing licensing programs. In addition, the Mechanical Safety & Licensing Section is responsible for the administration of the Oil Heating, Water Treatment, and Fire Protection Certification Programs.

The new Mechanical Safety Board was appointed and confirmed this year, and will be developing rules for the administration, education for licensure or certification, continuing education for licensure, and corrective proceedings for licensees. The consolidation of plumbing and mechanical licensing has streamlined similar processes and reduced response time for field inspectors regionally across the State, and resulted in reduced licensing fees for businesses.

The Mechanical Safety Section has five full-time field inspectors and a chief inspector who respond to consumer complaints as well as performing licensing and compliance inspections. The Licensing Section has a licensing supervisor and a full time clerk who process applications and renewals. All licensing functions have been relocated to the division headquarters to better serve the public.

The Mechanical Safety inspection team works diligently on licensing compliance, providing municipal assistance to code and fire officials, working with the Department of Health and Human Services (DHHS) and the Department of Environmental Services (DES) on drinking water and food safety, and working with our partners in the propane industry to ensure proper odorant levels are present to warn consumers of leaks. The Mechanical Safety Section has been working closely with the rapidly expanding compressed natural gas industry to ensure that safety measures are in place for this growing technology in the State.

This section also continues to support the Investigations Unit with accidents involving propane explosions and carbon monoxide death investigations such as the tragedy that occurred in Plaistow resulting in three fatalities where we were called upon to provide technical analysis to help determine the cause and source of the carbon monoxide poisoning.

The Modular Housing Program was established by RSA 205-C to ensure that modular building components are constructed in accordance with the New Hampshire Building and Fire Codes through a system of approved third party inspection agencies and a certification process. This provides local enforcement agencies with assurances that all concealed construction complies with applicable codes.

In fiscal 2014, the section issued 485 modular housing labels for homes constructed by 66 different manufacturers, and registered

seven third-party inspecting agencies.

This past fiscal year, the section responded to and investigated consumer complaints and provided assistance to local building officials with modular issues.

The Engineering and Plans Review Section is comprised of three part-time reviewers and is charged with ensuring that all State-owned buildings, Department of Health and Human Services licensed facilities, University System of New Hampshire and Community College System projects are designed and constructed in accordance with the State Fire Code. This section also enforces the State Building Code on State-owned properties.

This section is undergoing the transfer to an electronic plan transfer and review system that will provide for reduced review time, eliminate costly printing and handling costs by the applicant, and occupy substantially less document storage space for the agency.

When requests for variances or waivers to the State Fire Code are submitted to the State Fire Marshal, this section provides the technical research required by the Fire Marshal so that he may render an informed decision.

This section continues to meet regularly with the University System and several other State agencies on their new projects to provide technical assistance throughout the entire design and construction process.

Technical assistance and code interpretation services are also provided to local building officials and fire departments with 1,500 requests in fiscal 2014.

The Tramway and Amusement Ride Safety Section was established by RSA 225-A to oversee the safe and enjoyable use of the State's ski industry resources. It was further expanded by RSA 321-A to ensure compliance with safety regulations for carnival and amusement ride operators.

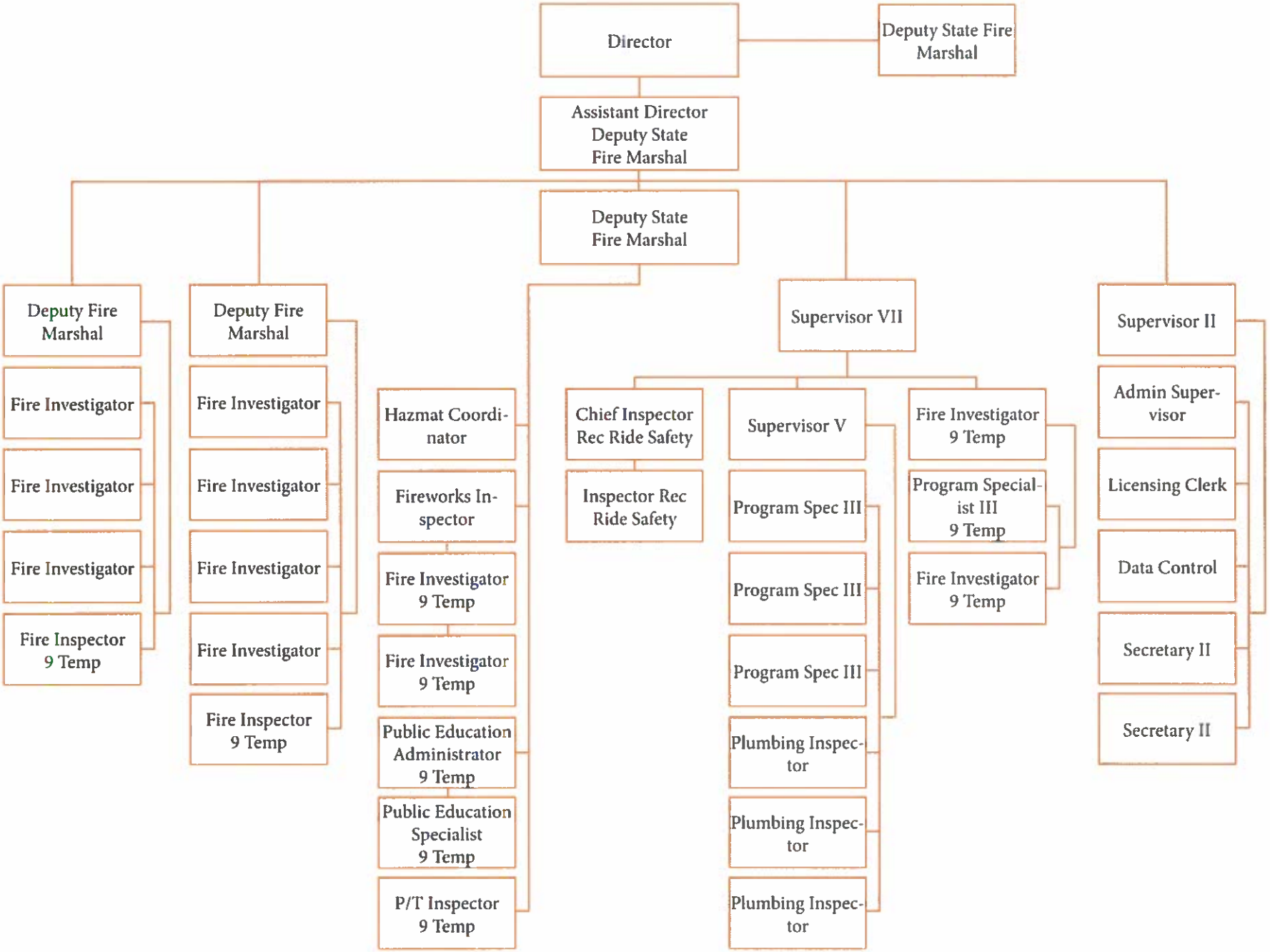
One of the primary functions of this group is to oversee the design review, registration, inspection and compliance with the laws, rules and safe operating procedures for all mechanical ski lifts, tramways, portable and fixed tows.

Tramway and Amusement Ride Safety also oversees the registration, inspection and compliance with the laws, rules and safe operating procedures for any mechanical amusement rides, while staying current with the ever changing forms of amusement rides the industry puts forward.

In fiscal 2014, inspectors conducted 576 amusement ride registrations and 181 tramway registrations. Overall, more than 1,200 inspections were conducted. In addition to inspections and registrations, this section investigated 65 tramway incidents and 26 amusement ride incident reports this year.

The Bureau of Administration works with other State agencies, citizens of New Hampshire, private businesses, and local agencies. The employees hold themselves to a high standard for customer service to meet the needs of our customers. As part of customer service, there is a continuing effort in conjunction with the Department of Information Technology to offer online license renewals, which will be an added convenience for the customers. Each employee has their specialty within the division and is willing to cross train and work as a team. The employees continue to improve themselves by taking classes through the State's Bureau of Education and Training.

The Bureau of Administration ensures the Division of Fire Safety stays within its means fiscally. Tracking expenditures and revenue on a regular basis is the key. The Division of Fire Safety decreased spending by 15 percent on average in each accounting unit.

The fees collected by the Division of Fire Safety are for the maintenance of the programs. Renewals for plumbing licensing changed to a two-year cycle, with a phase-in for each of the different license types, so revenue for fiscal 2014 is above normal but will level out in the next biennium. Reduced Ignition Propensity Cigarette had 650 different brand types recertify, 217 more than expected, for a total of $162,570. In fiscal year 2014, the Modular Housing industry saw an increase in revenue of $4,500.

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL
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