



New Hampshire
Department of Safety
Biennial Report
2021



Biennial Report of the New Hampshire Department of Safety

for the fiscal year ending June 30, 2021

This report is submitted to:

The Honorable Governor Christopher T. Sununu

The Honorable New Hampshire Executive Council

Councilor Joseph D. Kenney, District 1

Councilor Cinde Warmington, District 2

Councilor Janet Stevens, District 3

Councilor Theodore L. Gatsas, District 4

Councilor David K. Wheeler, District 5



New Hampshire Department of Safety
Concord, NH
2021

State of New Hampshire Department of Safety Appointed Officials

Robert L. Quinn	Commissioner
Richard C. Bailey, Jr.	Assistant Commissioner
Eddie Edwards	Assistant Commissioner
Steven R. Lavoie	Director of Administration
Elizabeth A. Bielecki	Director of Motor Vehicles
Nathan Noyes	Director of State Police
Jennifer L. Harper	Director of Homeland Security and Emergency Management
Mark E. Doyle	Director of Emergency Services
Justin Cutting	Director of Fire Standards and Training & Emergency Medical Services
Sean P. Toomey	State Fire Marshal

Assistant Commissioner Richard C. Bailey Jr. monitors activity from Incident Command during a mass vaccination clinic at the NH Motor Speedway in Loudon.



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(L-R) Former Assistant Commissioner Perry Plummer, Assistant Commissioner Eddie Edwards, HSEM staff member Mark Nash, and DOS Strategic Communications Coordinator Paul R. Raymond Jr. coordinate logistics during a mass vaccination clinic at the NH Motor Speedway.





I am pleased to present the
**Biennial Report
of the
New Hampshire
Department of Safety**
for Fiscal Year 2021

On behalf of myself 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 Christopher Sununu, the Executive Councilors and members of the General Court for your support.

I extend the utmost appreciation to all Team Safety employees who continually enhance the safety, security and quality of life in New Hampshire through professional, collaborative and innovative service to all on a daily basis. In this biennium, Department of Safety employees not only performed their critical daily duties but also fought every day on the front lines against the COVID-19 global pandemic.

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

Our great state continues to be one of the safest in the nation thanks to our dedicated employees and partners.

Respectfully submitted,

Robert L. Quinn
Commissioner



Robert L. Quinn
Commissioner of Safety

Mission Statement

The mission of the Department of Safety is to continually enhance the safety, security and quality of life in New Hampshire through professional, collaborative and innovative service to all.

Vision Statement

To make New Hampshire the safest state in the Nation with the highest quality of life for all.

Commissioner Quinn

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

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

In 2005, he was promoted to lieutenant and assigned as the Troop Commander for Troop A. Commissioner Quinn was named captain in 2007, directing Troop A and Troop E, coordinating the Domestic Highway En-

forcement Program, and managing multi-agency law enforcement investigations. Governor John H. Lynch appointed Commissioner Quinn as the Colonel of State Police in 2010. He was subsequently reappointed by Governor Margaret C. Hassan, in 2014.

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

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

Introduction

The Department of Safety is the third largest department of state government, with 978 full-time, 169 part-time, and 392 non-classified employees functioning in both uniformed and civilian capacities throughout the State.

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

The Office of the Commissioner consists of the Commissioner and two Assistant Commissioners, who are appointed by the Governor and confirmed by the Executive Council. The Commissioner and Assistant Commissioners serve coterminous four-year terms.

The Commissioner of Safety provides executive leadership and direction to the Department, and all seven divisions report directly to the Commissioner.

Duties of the Assistant Commissioners are divided, and include overseeing Department facilities, the Information and Analysis Center, Project Management and the Department's Legal Unit, Strategic Department Operations, Personnel Management, Communications Administrator, Office of Highway Safety, the Bureau of Hearings and labor relations as a member of the Governor's Collective

Bargaining Team for management. The Assistant Commissioners also serve as the Department's liaisons to the New Hampshire General Court, where more than 350 bills that affect public safety are filed in the Legislature in a typical year.

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 new and traditional media outlets. The Strategic Communications Administrator (SCA) who serves as the department's PIO also monitors the news media and assists news organizations during incidents and emergencies. The SCA develops communications strategies for promoting public safety in New Hampshire, including the creative use of social media resources.

The Building Code Review Board reviews and amends the New Hampshire building code. The Board's chair is appointed by the Commissioner of Safety. The Board also provides independent analysis and recommendations to the legislature on the modification of the state building codes to promote uniformity with all applicable laws, rules and regulations as well as the public safety and best practices for the people of New Hampshire. Additionally, the Board hears appeals of any person aggrieved by a decision of the State Fire Marshal relative to the application and enforcement of the state building code or the state fire code.

The hard work and professionalism of all employees at the Department of Safety is responsible for the many wonderful accomplishments of the biennium.

I would like to thank each and every one of them for not only being dedicated to their daily tasks but also rising up to the very difficult challenges created by the COVID-19 global pandemic. Throughout it all, they put themselves on the front-lines of the battle and found ways to continue to make New Hampshire the safest state in the Nation.

The work of the department along with our state, county, local and federal partners ensures the highest quality of life for our residents and visitors.

Respectfully submitted,

Richard C. Bailey, Jr.
Assistant Commissioner



Richard C. Bailey, Jr.
Assistant Commissioner

Our talented and committed Department of Safety employees provide excellent service to the residents and visitors of New Hampshire every day. Their dedication makes the Granite State the safest in the Nation.

During this biennium, Team Safety rose up to the challenge posed by the COVID-19 global pandemic while also still performing their regular day-to-day duties. I would like to thank them and recognize their dedicated service.

Working with our state, county, local and federal partners, the Department continues to enhance the safety, security and quality of life in New Hampshire.

Respectfully submitted,

Eddie Edwards
Assistant Commissioner



Eddie Edwards
Assistant Commissioner

Richard C. Bailey, Jr., was appointed by then-Governor Maggie Hassan, with the consent of the Executive Council, to serve as an Assistant Commissioner of the Department of Safety on October 21, 2015.

Assistant Commissioner Bailey is a graduate of the University of New Hampshire, and holds a degree of Juris Doctor from Franklin Pierce Law Center (UNH Law). Assistant Commissioner Bailey is a veteran of the United States Air Force. Prior to serving as Assistant Commissioner, he served as the Chief Information Officer for the NH Department of Information Technology from 2004 to 2010. In 2010 he was appointed as the Director of the Division of Motor Vehicles within the Department of Safety where he served until his appointment as Assistant Commissioner.

Assistant Commissioner Bailey's duties include overseeing legislation, Department facilities, the Information and Analysis Center, Project Management and the Department's Legal Unit.

Eddie Edwards was nominated by Governor Christopher T. Sununu and confirmed by the Executive Council, on March 3, 2021, to serve as an Assistant Commissioner of the Department of Safety.

Assistant Commissioner Edwards holds a Bachelor's Degree in Business Administration from Northcentral University, he is a graduate of the FBI National Academy and the Harvard University Kennedy Business School of Management of Regulatory and Enforcement Agencies. Prior to joining the Department of Safety, Assistant Commissioner Edwards served as Chief of Police for the Town of South Hampton and was the Director of the New Hampshire Liquor Commission's Division of Enforcement & Licensing.

Assistant Commissioner Edwards is a Navy veteran and continues to be active in his community by volunteering as a board member for military veteran non-profit organizations.

Assistant Commissioner Edwards' duties include overseeing Strategic Department Operations, Personnel Management, Communications Administrator, Office of Highway Safety and Bureau of Hearings.

Department of Safety COVID-19 Response

Nine months into the new biennium, Team Safety met one of the largest challenges the Department has faced as COVID-19 reached New Hampshire.

On March 9, 2020, Governor Christopher Sununu activated the NH Joint Information Center to support the coordination of timely, accurate and accessible public information in the state's response to the ongoing COVID-19 outbreak. Members from each of the seven divisions played a crucial part in streamlining information and coordinating communications surrounding COVID-19.

DMV Motorcycle Rider Training State Coordinator Lawrence Crowe takes note on trending questions in the Joint Information Center during its first weeks of operation in March 2020.



On March 13, 2020, the State Emergency Operations Center was partially activated when Gov. Christopher Sununu declared a state of emergency. Ten days later, on March 23, 2020, the activation was escalated to full.

Each division of the Department of Safety played a significant role in the response to the COVID19 pandemic.

The Division of Administration worked to ensure that critical public safety services remained operational throughout the COVID pandemic by installing drop boxes and Plexiglas for customer-facing functions and making adjustments to office furniture layouts to encourage social distancing.

The Division of Motor Vehicles greatly increased efficiency, convenience, and quality of service throughout the pandemic while maintaining a safe, healthy environment for customers and staff. Specifically, online services were

expanded. An appointment system was implemented, and drop box services were added all while following the latest health and safety guidelines, including adding Plexiglas dividers, cleaning and PPE protocols, and adjusting the operational flow and floorplans to allow for proper social distancing for customers and staff. During the height of the

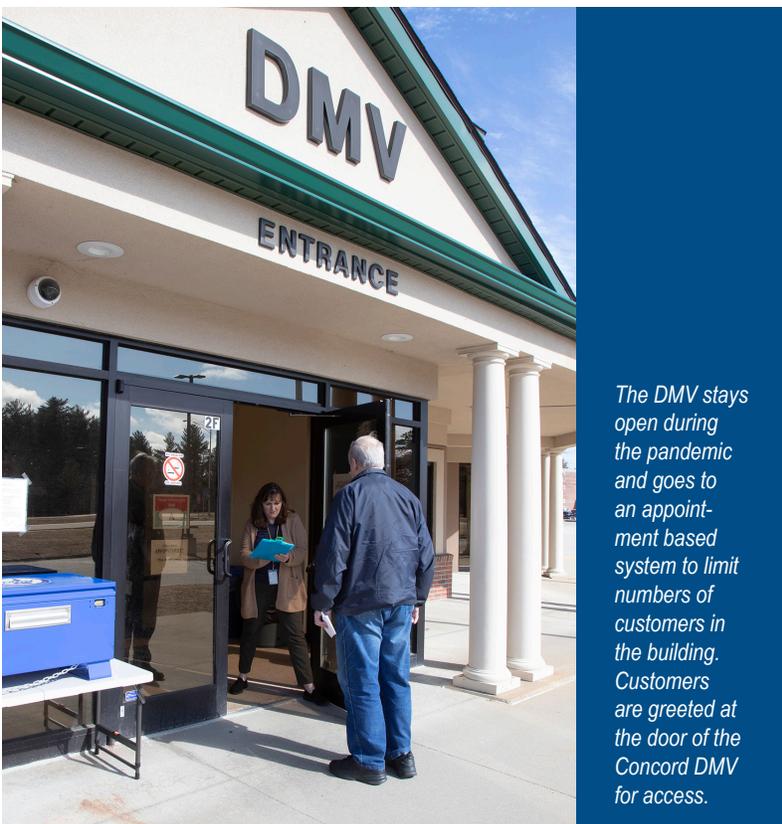
pandemic, while DMVs in many other states discontinued operations, the New Hampshire DMV continued meeting customer needs without pause in operations thanks to the resilience and dedication of our staff and leadership. Additionally, the DMV supported statewide efforts to mitigate the effects of the pandemic by providing staff to serve alongside our DOS and state partners in numerous state call centers, the Joint Information Center, the State Emergency Operations Center, and at mass vaccination sites. Several of our facilities were



DOS Assistant Commissioner Richard C. Bailey Jr. talks to Strategic Communication Coordinator Paul R. Raymond Jr. in the Joint Information Center at the Incident Planning Operations Center in Concord during the COVID pandemic response.



DOS Assistant Commissioner Eddie Edwards and COVID19 Response Coordinator Perry Plummer work in Unified Command during a mass vaccination clinic at the NH Motor Speedway.



The DMV stays open during the pandemic and goes to an appointment based system to limit numbers of customers in the building. Customers are greeted at the door of the Concord DMV for access.

also used as PPE distribution sites.

The Division of Emergency Services and Communications was heavily tasked during the COVID-19 response in a variety of ways. IT completed several internal upgrades as well as deployed a wide variety of equipment that was required to facilitate the rapid migration of large portions of staff to remote work.

At the height of the COVID-19 pandemic and the ensuing emergency response, the Data Operations and Special Projects Sections were tasked with delivering daily COVID numbers to every emergency dispatch agency in the state — 95 agencies in total. The data was downloaded from the Division of Health and Human Services (DHHS) nightly and then the addresses were verified through a mixture of geocoding and manual reference. After verification against the NH9-1-1 GIS, this data was delivered through a secure cloud-based environment to each agency. This was a high-impact project that was assigned by the Joint Information Center to us in an effort to provide useful and timely information to emergency response personnel.

The Special Projects Section, including our embedded NHIAC (New Hampshire Information and Analysis Center) cartographer, provided extensive GIS mapping

functions in support of the COVID-19 activation at the SEOC during fiscal year 2021. As of March 2021 the Special Projects GIS team had created over 1700 GIS products related to the COVID-19 activation. As the vaccine became widely available in the spring of 2021, the GIS team was tasked with providing detailed map products for the planning of the mass vaccination sites. Along with the mass vaccination site maps, the team provided other related GIS products to assist in the tracking of the vaccination levels throughout the state.

The COVID-19 pandemic greatly expanded our sphere of operations. Communication plans and equipment were deployed to the thirteen mass vaccination sites for the duration of their operation providing on site mobile and interoperable communications to the NH National Guard. Interoperable communication plans and video situational awareness capabilities were deployed to support Unified Command Operations at the New Hampshire Motor Speedway Mass Vaccination events. Communications personnel and mobile equipment were deployed frequently to support state and local public safety communications and situational awareness during public safety operations at election related events and other civil demonstrations.

The Division of Fire Standards and Training & Emergency Medical Services became host to the Governor's weekly press conferences, providing enough space



NH Mechanical Inspector Ron Lemere wipes door handles and other surfaces at the Incident Planning and Operations Center in Concord. Throughout the pandemic, members of state government have answered the call to handle "other duties as assigned" to meet the unprecedented pandemic response needs.

to allow for social distancing. The Fire Academy also found ways to host classes online to ensure that training continued.

The Division of Fire Safety was actively involved in the response to the COVID-19 worldwide pandemic. Division staff worked tirelessly, along with our partners in the State Emergency Operations Center, providing resources and guidance to healthcare, law enforcement, fire and emergency medical services personnel. Divi-



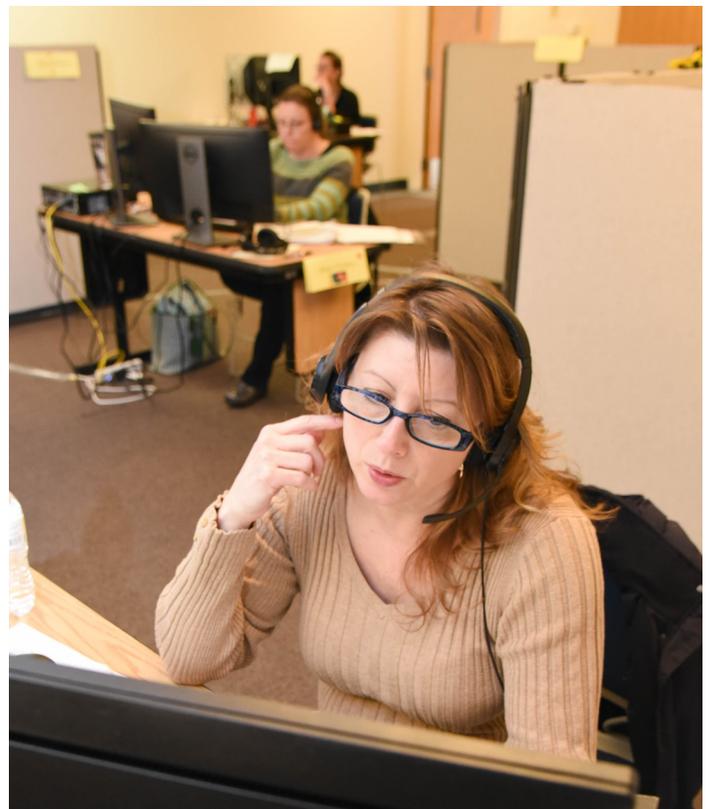
2-1-1 Call Center Scheduler Megan Hoskins and Call center Manager Kimberly Roberts “elbow bump” to celebrate a success while managing the 2-1-1 call center at the Edward Cross Training Center in Concord. During the pandemic, HSEM assisted in running a drastically expanded 2-1-1 call center to respond to residents questions and concerns about COVID and the state’s response, with staff from across state government assisting the effort.

sion staff also assisted in various roles, including working at vaccine sites and the mass vaccination clinics.

All sections of the Division of Homeland Security and Emergency Management participated in the statewide efforts to mitigate the effects of COVID-19. This included securing and distributing PPE as well as facilitating testing and vaccinations. HSEM manages the SEOC as the lead agency for Emergency Support Function (ESF) 5. The COVID-19 pandemic was the first time in history that the SEOC operated at full activation for over a full year.



(L) NH Fire Academy Bureau Chief Scott Doherty scans an attendee’s temperature at Manchester Regional Airport during one of the celebrated arrivals of PPE from overseas for the State of New Hampshire.



DOS Administrative Assistant to the Assistant Commissioners Sandra Lambert takes a call from a NH resident in the 2-1-1 Call center. During the pandemic, HSEM assisted in running a drastically expanded 2-1-1 call center to respond to residents’ questions and concerns about COVID and the state’s response, with staff from across state government assisting the effort.



New Hampshire Office of Highway Safety (NHOHS)

The NHOHS is responsible under the executive direction of the Governor and the Commissioner of the Department of Safety, serving as the Governor’s Representative and Coordinator for the NH Office of Highway Safety, to develop and implement a statewide highway safety program designed to reduce traffic crashes and the resulting deaths, injuries, and property damage. The NHOHS administers federally funded highway safety grant programs and is responsible for planning, implementing, and evaluating federally funded highway safety projects. The NHOHS also works to coordinate highway safety efforts of federal, state, and local organizations within New Hampshire.

New Hampshire saw traffic fatalities increase slightly from 101 fatalities in 2019 to 104 fatalities in 2020. The average number of fatalities between the years of

TRAFFIC FATALITIES	2019	2020	Change
Speed related crashes	34	43	26.5% Increase
Alcohol/Drug Impaired related crashes	45	52	15.6% Increase
Distracted Driving/Inattention related crashes	5	7	.07% Increase
Unrestrained Fatalities	37	40	8.1% Increase

2017-2021 was 120. Looking at fatalities within a 20-year timeline, the years of 2019 and 2020 were among the lowest number of recorded fatalities since 2000.

The NHOHS is committed to reducing fatalities on New Hampshire roads and will continue in FFY 2022 to provide funding to support statewide enforcement efforts, educating the public on important highway safety issues and messaging to the public in relation to fatalities and their causation.

The NHOHS conducted a preliminary review and analysis of statewide crash data for the period of January 1, 2019-December 31, 2020, as well as the past performance measures and reported activity of projects conducted to evaluate measured results or progress. This information is utilized to predict and ensure that

The data driven approach to funding projects provides the necessary information to identify highway safety issues/concerns and provides important information to assist in determining the who, what, when, where, and why a highway safety problem exists as well as aids in determining the countermeasures best able to address these highway safety problems.

future projects also will demonstrate measured results. Evaluation of past performance measures of a project helps NHOHS staff determine if partners have the ability to achieve identified performance measures outlined in their applications. Examples of specific goal related or performance measured activities include but are not limited to:

- number of stops per hour
- number of traffic violations and arrests
- number of Child Passenger Safety (CPS) Technicians certified
- number of CPS fitting stations
- number of seat belt and/or distracted driving presentations conducted at schools
- number of interlock devices that have been installed in vehicles throughout the state
 - the percentage of seat belt use in the state
 - the number of Drug Recognition Experts (DRE) certifications in NH
 - the number of last drink surveys conducted, etc.

Most importantly, consideration to obligate funding to projects will depend not only on the grantees identification of a problem, but empirical data to support selection and subsequent effectiveness of the countermeasures chosen.



Photo source: Pixabay.com

Bureau of Hearings

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

The Bureau conducts hearings in person and by video conference and has added two additional prosecutors and a paralegal to handle DWI cases. Video hearings save tremendous amounts of travel time and expense for individuals required to appear. In many cases, this has given deserving residents 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. When the COVID-19 pandemic curtailed live hearings, the Bureau already had the ability to continue full operations without having to continue any hearings or require live appearances. Therefore, the pandemic did not cause any backlog of cases.

Bureau attorneys provide legal training in a variety of settings. For example, the Chief Hearings Examiner and the Bureau Administrator regularly lecture at training programs for police officers and attorneys on administrative hearing procedures. In addition, the Administrator provides training to the judicial branch, and training also is provided to individuals seeking licensure as an inspection mechanic at the Department of Safety Inspection certification course.



Chris Casco
Administrator of Hearings

The Criminal Prosecution Unit prosecutes criminal cases in select circuit courts for the State Police and other Department of Safety law enforcement agencies throughout the State. Most State Police DWI and Marine Patrol BWI cases are prosecuted by unit attorney prosecutors. Upon request, unit prosecutors handle cases for the State Fire Marshals as well as providing legal training and other legal assistance to the Department's law enforcement agencies. The Unit prosecutes thousands of criminal complaints every year. In 2020, the Prosecution Unit resolved 2,302 charges. Included in that number were 696 DWI and DWI-related charges. 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 Hearings Unit conducts all administrative hearings for the Department of Safety, covering the entire State of New Hampshire, and all hearings are open to the public. Hearings are held in Concord, Dover, or by video conference. 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 Constitution and the U.S. Constitution entitle citizens to hearings to review the loss of a legally recognized privilege. For example, a driver's license is a legally protected privilege. The majority of hearings involve the suspension or restoration of driver licenses. The Bureau conducts hearings involving all areas that are regulated by the Department, including inspection stations, certified mechanics, automobile dealer licensing and suspension, abandoned vehicles and towing issues, ignition interlock, security guard licensing and suspension, fireworks and explosives licensing and suspension, and the regulation of water-

Prosecution Unit resolved **2,302** cases
Including **696** DWI related charges

ways. An individual may appeal a hearings examiner's decision to the Superior Court in most instances, or 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.

In 2020, the Administrative Hearings Unit held 13,386 hearings with 1,965 of those being Administrative License Suspension hearings related to a Driving While Intoxicated charge where the accused refused a chemical test or tested over the legal limit.

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

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

Legal Unit

The Legal Unit is a legal team that functions as in-house counsel for the New Hampshire Department of Safety and is under the direction of the Commissioner's Office. It is currently comprised of four full-time attorneys and one part-time attorney, as well as para-professionals and support staff who assist in delivering a wide range of legal services

Department-wide. The Legal Unit provides the following services to all divisions and programs within the Department of Safety:

- Provides legal advice concerning federal and state laws and regulations;
- Reviews and helps draft legislation as it relates to the Department;
- Provides counsel to senior management on legal issues concerning policy and procedures, administrative rulemaking, labor and employment matters, contracts, civil liability, intergovernmental agreements, and right-to-know requests;
- Represents the Department in administrative and certain judicial proceedings; and
- Serves as liaison to the New Hampshire Department of Justice in litigation involving the Department of Safety.



Marta Modigliani
Administrator of Legal Unit



Information and Analysis Center

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

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

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

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

Intelligence and Information Liaison: The NHIAC maintains links to local, state and federal agencies throughout the nation and world, including INTERPOL, the Department of Homeland Security Office of Intelligence and Analysis, the United States Attorney's Anti-Terrorism Advisory Council (ATAC) and the FBI's New Hampshire Joint Terrorism Task Force (JTTF). A

trooper from the State Police Terrorism and Intelligence Unit is assigned to the FBI's New Hampshire JTTF and serves as the liaison with the Center. The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity within the state.

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

Information Dissemination: At present, the NHIAC provides critical terrorist/criminal updates and officer safety and all hazards information to approximately 722 federal, state, county and local public safety and private sector agencies through an internet based e-mail system. Products are disseminated to appropriate stakeholders

2021 NHIAC Statistics

Information Sharing Agreements	Total 722
All Hazards	372
Law Enforcement.....	350
NHIAC Bulletins Disseminated	559
NHIAC Special Event/Analytic Assessments.....	19
Requests for Service Received & Processed.....	2,069

on a need-to-know basis. The NHIAC is also integrated into the national network of 80 fusion centers which have the capability to share information horizontally and vertically with partners at the local, state, tribal and federal levels.

In fiscal year 2021, the NHIAC disseminated 559 intelligence, officer safety and situational awareness bulletins to NHIAC stakeholders through this system. This includes the Daily Information Brief for Law Enforcement stakeholders, the Bi-Weekly All Hazards Digest for all NHIAC stakeholders and special bulletins of a time-sensitive nature, which are disseminated as needed.

The NHIAC prepared 114 topic-related analytical assessments. These products included the regularly dis-

tributed monthly Drug Monitoring Initiative (DMI) products (public version and Law Enforcement Sensitive version) and the quarterly NH Bomb Squad Incident report. Also during fiscal year 2021, the NHIAC produced the State of New Hampshire Threat Assessment. This product covered the areas of General Crime (Drugs, Gangs, Terrorism and Cyber), Natural Hazards and Public Health.

The NHIAC conducted 19 special event assessments and disseminated the finished products during fiscal year 2021.

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

In FY2021, the NHIAC responded to 2,069 requests for service. In addition to requests for service, NHIAC Staff received and processed 215 requests for drug investigation de-conflictions.

Critical Infrastructure Protection: One NHIAC analyst is assigned to work with the State Critical Infrastructure Protection Program (SCIPP). The SCIPP includes maintaining and updating the state critical infrastructure list, performing site assessments, recording and entering information collected into databases according to Protected Critical Infrastructure Information (PCII) requirements and outreach to infrastructure owner/

operators in the public and private sectors. The Critical Infrastructure analyst works very closely on these endeavors with the DHS Protective Security Advisor assigned to New Hampshire. The ultimate goal of the SCIPP is to enhance resiliency of all NH Critical Infrastructure and Key Resources.

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

NHIAC Initiatives: During Fiscal Year 2020 through Fiscal Year 2021, the NHIAC worked to support the State Emergency Operations Center (SEOC) with COVID-19 response. Throughout the pandemic NHIAC staff worked expanded hours that mirrored that of the SEOC. Valuable reports and briefings were provided to public health partners, first responders and state leaders so that informed public safety decisions could be made.

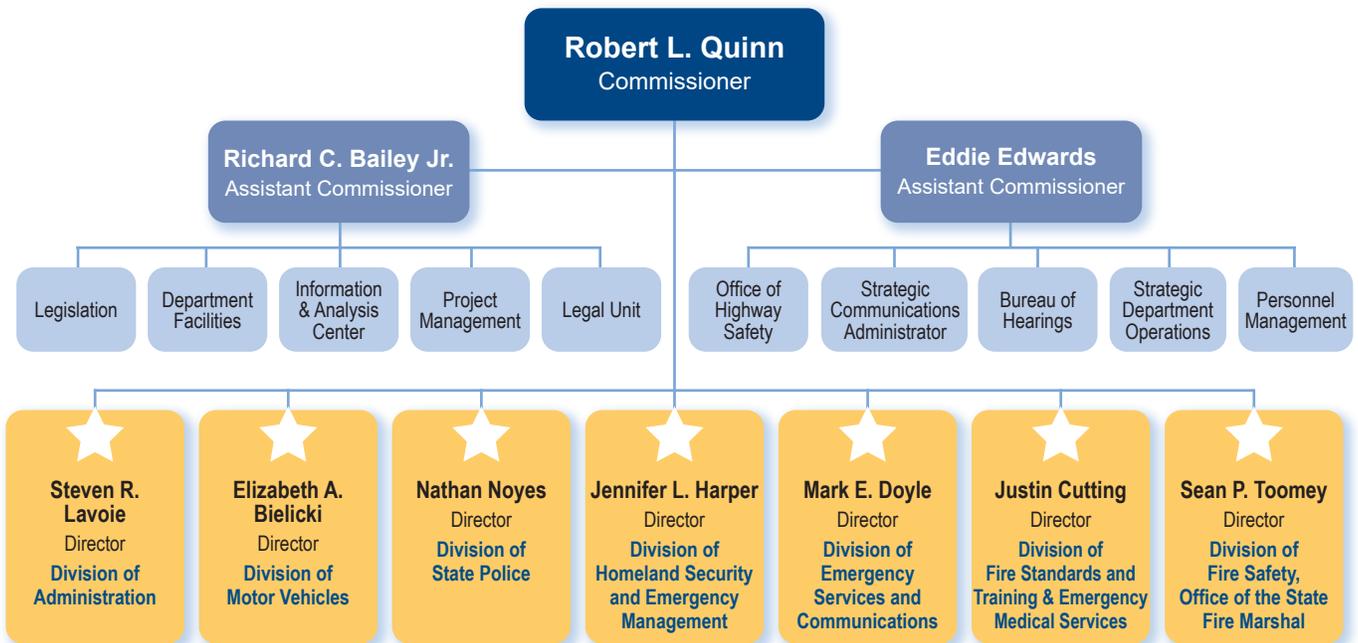
During Fiscal Year 2021, the NHIAC began producing a Narcotics Intelligence Bulletin for law enforcement and enhanced the NHIAC cyber product line. The Center also began working on a project with the NH Cyber Integration Center (NHCIC) to increase cyber incident reporting via the creation of an online cyber incident reporting portal.



Department of Safety

Organizational Chart

6/30/2021





Division of Administration

In Fiscal Year 2021, the Division of Administration...

- processed more than \$310 million in highway funds, general funds, and other dedicated funds;
- provided human resources functions to the Department's 1,600 full-time and part-time employees;
- collected more than \$220 million in Highway Fund revenue;
- administered a portfolio of more than \$210 million in grants funds;
- processed more than 1.8 million pieces of incoming mail;
- processed more than 1.3 million pieces of outgoing mail; and
- fulfilled license plate and validation decal orders for 224 municipal agents and 13 remote DMV substations throughout the State.



Steven R. Lavoie
Director of Administration

Mission Statement

The mission of the Division of Administration is to improve public safety by providing the highest quality support services to the Department of Safety and its Divisions in the areas of revenue collection, expenditure reporting, and management of human resources, grants, budgets, and assets.

Division of Administration

The Division of Administration improves public safety by providing the highest quality support services to the Department of Safety through the Financial Management and Planning Bureau, Human Resources Management Bureau, Road Toll Bureau, Grants Management Bureau, Asset & Resource Management Bureau, and Facilities Management Bureau. The Division of Administration seeks to be an invaluable resource and recognized partner among all levels and Divisions within the Department of Safety and add value to all public safety missions by exceeding expectations and providing exceptional service.

The **Financial Management & Planning Bureau** is responsible for coordinating and developing the operating and capital budgets, and for managing and reporting all finances for the Department of Safety. The Bureau provides support to each Division by aiding with the compilation and reviewing of required documentation for accuracy, consistency, and adherence to state rules and

205

items were submitted and approved by the Governor and Executive Council

18

items were submitted and approved by the Joint Legislative Fiscal Committee

regulations, and by ensuring these requests are submitted to the Department of Administrative Services in a timely manner.

In 2021, 205 items were submitted and approved by the Governor and Executive Council and 18 items were submitted and approved by the Joint Legislative Fiscal Committee.

In 2021, the Accounts Payable Section processed 19,370 invoice payments and 3,055 Procurement Card (P-card) transactions.

19,370

Invoice payments processed

3,055

P-card transactions processed

The Accounts

Receivable Section is responsible for the receipt of all Departmental revenues and billings. It processes more than \$432 million annually in Highway Funds, General Funds, and other Dedicated Funds. This section is split into three functional Units: Accounts Receivable, General Ledger and Audit.

The **Human Resources Management Bureau** pro-

DEPARTMENT REVENUE AND EXPENDITURES

(AS OF JUNE 30, 2021)

REVENUE

Unrestricted Highway Funds	\$222,126,963
Unrestricted General Funds	10,066,317
Federal Program Funds	121,791,610
Restricted Revenues, Dedicated Funds and Other	77,840,100
Total Revenues	\$431,824,990

EXPENDITURES

Permanent Personnel Services	\$60,910,042
Special Payments, Overtime and Holiday Pay	9,945,001
Current Expenses	5,859,244
Transfers to OIT	12,398,329
Utilities	543,692
Rent and Maintenance	3,083,221
Inter-Agency Transfers	99,149,695
Equipment New/Replacement	5,848,411
Capital Project Expenditures	3,126,452
Telecommunications	2,361,738
Indirect Costs	1,383,014
Debt Services	2,790,325
Temporary and Temporary Full-time Personnel Services	5,684,496
Benefits	35,113,279
Pensions - Retirement	3,800,688
Travel In-State	2,465,978
Grants to State Agencies and Local Communities	19,603,245
Travel Out-of-State	35,431
Contracts for Program and Operational Services	5,459,382
Miscellaneous	785,634
Total Expenditures	\$280,347,297

Source of revenue and expenditures: NHFirst Unaudited

\$432 million

Highway Funds, General Funds and Dedicated Funds Processed

vides traditional human resources functions for the Department of Safety and acts as a key business partner in our organizational strategy. The Human Resources Management Bureau is organized into Culture, Operations, Leave, and Time (COLT) functions to ensure that a positive work culture and wellness is cultivated, while simultaneously maintaining compliance.

Operations Management is focused on position management, such as supplemental job description management, position reallocations/reclassifications and all transaction processing, including benefits. **Leave Management** focuses on any type of leave that could affect employee pay and/or the employee personally, such as the Family and Medical Leave Act, Income Protection Plan, Leave without Pay and Worker’s Compensation. **Time Management** focuses on accurate time reporting, increments, leave accruals, mileage and any other item that affects pay, as well as monitoring paychecks for accuracy.

COLT provides the Human Recourses Management Bureau with the structure needed to ensure that Department employees have a clear understanding of their duties, have a positive and creative work space, are treated with respect, kindness and encouragement, and have a level of inclusivity that breeds a productive and healthy work environment.

The **Road Toll Bureau** efficiently collects motor fuel revenues and seeks the highest level of voluntary compliance with the New Hampshire Motor Vehicle Road Toll Law (aka Gas Tax), primarily through education, audit, and enforcement initiatives.

The Road Toll Administration Section collects more than \$178 million in highway fund revenue — \$122 million unrestricted and \$56 million restricted — including the administration of the Unified Carrier Registration (UCR) Program. In fiscal year 2021, the Bureau collected revenues from approximately 187 motor fuel dis-

PERSONNEL DATA

Positions Filled 958

Total Full-Time:

Unclassified Full-Time	13
Classified Full-Time	932
Temporary Full-Time	13
Part-Time	134
Seasonal.....	34
Non-Classified	390
Total Positions Filled	1,516

Budgeted Positions - Filled and Unfilled

Total Full-Time	1,136
Unclassified Full-Time	13
Classified Full-Time	1,106
Temporary Full-Time.....	17
Part-Time	377
Seasonal.....	86
Non-Classified	585
Total Budgeted Positions	2,161

tributors, 80 motor fuel and petroleum product transporters and 16 alternative fuel dealers resulting in 3,396 monthly returns processed annually.

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

The Road Toll Field Audit Section is responsible for auditing the motor fuel distributor licensees, IFTA licensees, and motor fuel and petroleum products transporter licensees; IRP registrants; and oil discharge and pollution control licensees for the Department of Environmental Services. In fiscal year 2021, the Section performed 180 audits of the various licensees. In addition to the audits, the Field Audit Section processed 2,358 off road and retail dealer refunds totaling \$1,357,894.

The **Grants Management Bureau** is responsible for ensuring federal compliance over all Department of Safety federal grant programs and assisting Divisions with the administration of grant programs. The Bureau establishes policies and procedures to ensure consistency in grant administration and proper internal controls over compliance. The Grants Management Bureau prepares the annual Schedule of Expenditures of Federal Awards (SEFA) and works closely with all Divisions during routine audit and program reviews. At the end of 2021, the Bureau was monitoring, administering, and

Road Toll Bureau collected more than

\$178 million in highway fund revenue
\$122 million unrestricted **\$56 million** restricted

conducting drawdowns on a majority of these programs for a total of \$215 million across 94 active grants administered within the Department. Grants Management acts as the prime liaison with various Federal granting agencies for fiscal and program compliance and communications.

The Grants Management Bureau actively applies for and manages Homeland Security Grants to provide equipment for local and state first responders and funding to conduct exercises and training related to the preparedness, response and recovery mission areas, as well as targeted funds for overtime patrols. These grants are primarily directed to potential high-threat target areas for chemical, biological, radiological, nuclear, and explosive (CBRNE) threats at the county and local levels, communications projects, cyber projects, and other DHS/FEMA linked NH priorities to include projects that improve New Hampshire's all-hazards emergency preparedness. At any given time 400+ local and state sub-awards are open and require active customer service from Grants Management.

The Grants Management Bureau also administers var-

Mailroom sorts approximately
1.8 million
 pieces of incoming mail and
1.3 million
 pieces of outgoing mail

chain, operations, and logistical support to the Department of Safety and is comprised of the Warehouse, Mailroom, Plate Room, Copy & Archive Center, Inventory Control, and Automotive Garage Sections.

The Warehouse is responsible for all Department receiving, and delivery to Department facilities statewide. The Warehouse also designs, controls, and distributes forms in accordance with administrative rule and law, 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 1.3 million pieces of outgoing mail annually. In 2021 the mailroom sent 30,400 pieces of mail for State Police Criminal Records, 435,000 pieces of mail for DMV Title Bureau, 55,975 pieces of mail for DMV Registration Bureau, over 108,000 pieces for Boat Registration Renewals, over 401,000 pieces of mail for DMV Licensing Bureau, and 151,700 pieces of mail for DMV Financial Responsibility.

The Plate Room manages the production, distribution and tracking of license plates, validation decals, disability placards, and many other items vital to the mobility of New Hampshire. They receive orders from 230 town clerks, 14 substations and 22 marinas. In FY 21, the plate room processed 567,218 metal plates with a value of \$663,655. In addition, the plate room distributed nearly 1.4 million double validation decals, over 400,000 single decals and well over 100,000 boat validation decals.

The Copy Center produces more than 882,000 documents per year. The Copy Center also microfilms or scans all documents related to the Division of Motor Vehicles' registration, licensing and title transactions, as well as documents from the Road Toll Bureau and the Division of Fire Safety.

ious State grants including the State Opioid Reduction Initiative Grant (aka Granite Shield) and the newly created Body-worn Camera Grant launching in FY22 as well as more than \$1.5 million in grant funds from the Federal Motor Carrier Safety Administration (FMCSA) in conjunction with the Division of State Police. Grants management applies for and administers opportunities for Federal earmark grants.

The **Asset and Resource Management Bureau** provides critical supply



PHYSICAL PLANT AND EQUIPMENT COST

(ACQUISITION COST AS OF JUNE 30, 2021)

Physical Plant	\$72,223,596
Equipment	\$47,695,387
Total	\$119,918,983

The Automotive Garage provides repair, maintenance, safety inspection services and vehicle towing services for Department vehicles. The Automotive garage minimizes fleet downtime and ensures law enforcement vehicles are prepared to respond to any public safety incident. In 2021, Automotive performed over 350 NH State Inspections and over 1,140 maintenance and repair services on Department fleet vehicles.

Inventory Control 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. Fixed assets include management and reporting for over 70,700 items. Mobile asset responsibility includes management and reporting for a fleet of approximately 995 vehicles, boats, trailers and Off-Highway Recreational Vehicles (OHRVs).

The Facilities Management Bureau provides 24-hour support for all owned and leased properties utilized by Divisions within the Department, including seven State Police Troop Stations and 14 DMV locations around the



Automotive Mechanic Tom Caron maintains the fleet vehicles at DOS Automotive Facility.

state, Fire Academy facilities in Concord and Bethlehem, Marine Patrol Headquarters on Lake Winnepesaukee, 911 facilities in Concord and Laco-
nia, and the DOS Warehouse, Automotive, and Radio Maintenance facilities in Concord.

The **Facilities Management Bureau** 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. The Bureau also supervises generator main-

tenance, permit acquisition for underground storage tanks, preventive maintenance of mechanical equipment, and coordinates energy efficiency projects for the Department.

The Facilities Management Bureau worked on several major projects including remodeling the Tamworth DMV, renovations at State Police Troop F, reconfiguration of the IPOC lobby, renovation of Grants Management office space, upgrades to lighting at the Concord Fire Academy Auditorium, and the Keene DMV relocation.

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Division of Motor Vehicles

In Fiscal Year 2021, the Division of Motor Vehicles...

- was presented with a monthly average of 47,934 customer calls via the Call Center;
- issued 386,563 motor vehicle titles;
- performed 27,337 skills and road tests; and
- produced and mailed 284,000 driver credentials, non-driver credentials, and voter ID-cards.



Elizabeth A. Bielecki
Director of Motor Vehicles

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.

Division of Motor Vehicles

The Bureau of Driver Licensing: This Bureau is responsible for the issuance of driver licenses, non-driver identification cards and the physical production of the voter ID card. During fiscal year 2021, nearly 284,000 cards were produced and mailed to New Hampshire residents. Part of the issuance process for many residents includes vision, knowledge and road testing. In fiscal year 2021, our vision testing systems were replaced with touchless units to help fight the spread of COVID-19. Additionally, our automated touchscreen testing system was used to conduct more than 43,979 knowledge tests.

The Driver Licensing Bureau also plays a vital role in public safety through our road testing program. As new applicants apply for their first license or a license upgrade, applicant skills' testing is a key factor in public safety. Through various methods of skills and road testing, motor vehicle operators, motorcycle riders and commercial drivers are put through a battery of knowledge, skills and road exams to determine fitness to operate safely. While following strict guidelines, administrative rules, and state and federal laws, 27,337 skills and road tests were performed last year with an average pass rate of 75.43 percent.

The Motorcycle Rider Education Program: Certified coaches provided training to 1,867 new and experienced motorcycle riders using curricula developed by the Motorcycle Safety Foundation (MSF). The courses consist of the Basic Rider Course, Intermediate



The NH Motorcycle Rider Training Program at the DMV conducts classes using social distancing. Through careful planning and implementation, the program was able to provide this critical training while having no reported instances of COVID transmission.

Rider Course and the Experienced Rider Course. The program maintains eight training sites throughout the State, from Whitfield in the north to Nashua in the south. The program has placed an emphasis on reaching out to older, experienced riders to encourage training, as statistics show this demographic is involved in the majority of fatal motorcycle crashes.

The Driver Education Unit: This Unit provides over-

The DMV stayed open during the pandemic and went to an appointment based system to limit numbers of customers in the building. This eliminated close quarter lines in the buildings.



sight and support to seven public high schools, one private high school and 70 commercial driver education schools. There are approximately 230 driver education instructors who each have taken and passed the nine-credit driver education instructor curriculum that is offered through Keene State College or White Mountains Community College, coupled with a comprehensive written and driving test administered by the Driver Education Unit.

New Hampshire RSA 263:19 requires all 16- and 17-year-old applicants for a driver's license to complete an approved driver education program. Approximately 13,542 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 approximately seven approved driver improvement programs in the State.

The Bureau of Operations: The Bureau was created to improve and enhance customer service by providing an integrated, one-stop shopping experience for DMV customers. This is accomplished through cross-training employees who previously specialized in only one DMV function, thus allowing employees to process many different types of motor vehicle transactions. The Bureau of Operations includes

the Contact Center, which received an average 47,934 customer calls per month, during fiscal year 2021.

By the close of fiscal year 2021, the Bureau of Operations was staffed by 82 full-time positions and 43 part-time positions.

The Bureau of Registration: This Bureau oversees the registration of any type of vehicle, trailer or boat required to be registered, with the exceptions of Off-High-

way 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 18 full-time and four part-time staff during fiscal year 2021. The Bureau also regulates New Hampshire Boat Registration Agents, dealers and inspection stations as well as vanity plates. It also manages the Municipal Agent Program. There are currently 167,273 vanity plates issued.

The Municipal Agent Program authorizes municipal agents, mostly town and city clerks' offices, to issue vehicle registrations. Subject to approval by the Commissioner of Safety and the governing body of a city or town, the director may appoint municipal officials as agents to issue, renew or transfer motor vehicle registrations. At the close of this fiscal year, out of the 234 municipalities in New Hampshire, 232 were online and connected to the state computer system through the Municipal Agent Automation Project (MAAP) and performing registration transactions in real time. The Bu-

11 offline boat agents, 156 online town/city agents, 24 online marina boat agents and 14 state locations available to process boat registrations.

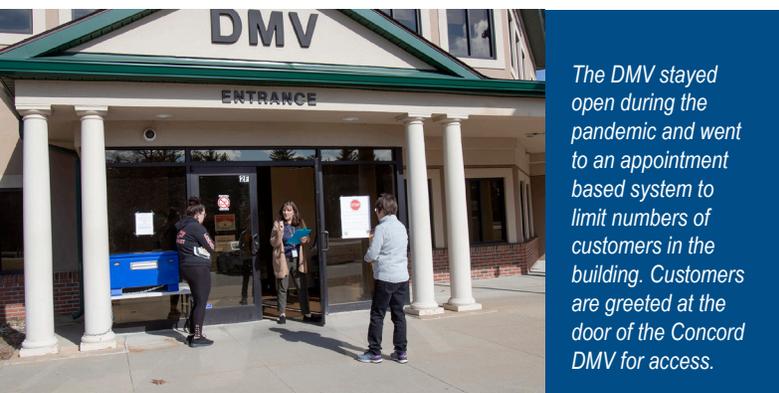
The Walking Disability Unit is responsible for overseeing all applications for walking disability privileges. The Walking Disability Unit consists of two part-time staff members in the Concord office. All applications for walking disability plates and placards can be completed at all DMV locations that process registrations. During fiscal year 2021 there were 18,606 permanent placards issued and 3,462 temporary placards issued.

The International Registration Plan (IRP) unit manages the IRP for New Hampshire. The plan is a registration reciprocity agreement among U.S. States and Canadian provinces that provides for payment of registration fees on the basis of fleet miles operated in the various member states. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among the other plan members, according to a formula based on the percentage of mileage traveled in each jurisdiction, vehicle specifics, and maximum weight. During fiscal year 2021, there were approximately 2,100 active IRP accounts with roughly 13,000 apportioned registered vehicles. Transactions for the IRP unit 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 2021, the Dealer Program monitored the operation of 1,730 dealers. The Inspection Program monitored the operation of 2,222 inspection stations. The On-Board Diagnostics and Safety Inspection Program is a decentralized program with more than 2,200 DMV-licensed vehicle inspection stations throughout the State. Safety and emission test results for approximately 1.4 million on-board diagnostics (OBD) qualifying vehicles are reported electronically to the State through a sophisticated computer-based system. In addition to assuring that New Hampshire remains compliant with EPA emissions regulations, this system provides valuable benefits to our State's motorists.

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



reau monitors municipal agent compliance with New Hampshire laws, administrative rules, and procedures; trains and assists municipal agents and their staff; and works with the Department of Information Technology to monitor agent computer programs accessing DMV systems. The Agent Help Desk answers an average of 6,000 calls per month.

The Boat Registration Unit works in conjunction with the Division of State Police, Marine Patrol in the registration of all vessels and boats. Boat registrations are renewed annually and expire on December 31 each year. As of December 31, 2020, there were 103,000 boats registered. At the close of fiscal year 2021, there were

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 120 public school bus services and school districts. This Unit is responsible for conducting criminal and motor vehicle background checks on more than 4,000 school bus drivers employed in the State.

In addition to safety inspections by an official inspection station, school buses are mechanically inspected once a 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.

The Unit Supervisor is also responsible for the training and certification of school bus drivers and school bus driver instructors in the State. Once every other year, a 32-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.

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

The New Hampshire Title Bureau partners with the

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

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

To provide the best possible customer service, the Bureau has expanded the ability for customers to process duplicate title applications in all DMV substations. In the past, only the Concord office could process duplicate titles. The Bureau has continued to train new staff members on conducting dealer and municipal agent training. All employees are trained and are capable of taking incoming calls from customers, dealers, and city and town clerks.

The Title Bureau has made online training available to substation staff, focusing on how to enter dealer applications into the system. This process reduces the issuance time for titles. Out-of-state dealers and all new lien holders now have the ability to take online training



DMV Chief Examiner Jeff Miller assists with PPE distribution as the DOS responds to the pandemic.

regarding the preparation of a New Hampshire title application. This training 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 processing times.

TITLE BUREAU STATISTICS	
for fiscal year 21	
Pre-owned titles issued	271,667
New and demo titles issued.....	129,814
Electronically surrendered titles.....	57,947
Total titles issued	401,481
Phone calls handled	85,849
Application suspense letters.....	43,692
Abandoned/mechanic lien title searches and rejection letters	8,560

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

The Bureau of Financial Responsibility administers and enforces motor vehicle statutes that have a direct effect on an individual's driving record history and the

status of an individual's operating, commercial, and registration privileges. It is the central site for data gathered from all law enforcement agencies, New Hampshire 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:

- Requests for motor vehicle records
- Suspensions, Revocations & Restorations
- NH Court Dispositions and Cleared Default Notices
- Plea by Mail Tickets
- Accident Reports
- Out of State Convictions & Suspensions
- Problem Driver Pointer System (Reciprocity Suspensions)
- Commercial Driver Licensing Information System
- Child Support Suspensions
- High Risk Insurance Policies
- Ignition Interlock Program
- Fatal Analysis Reporting System
- Alcohol Program Compliances
- Customer phone calls, emails, and faxes

During fiscal year 2021, the Bureau modernized the online ticket payment system along with implementing an online service allowing individuals to submit a not guilty plea by mail and request a copy of their driving record. Additionally, the Bureau continued to partner with the Justice One Network team and the Office of Highway Safety to on-board local law enforcement agencies with the e-Citation and e-Crash applications that enable these agencies to electronically transmit citations and accident reports, alleviating manual processing.

The State to State (S2S) Verification Service was implemented in June

2021. This service allows states to electronically check with all other participating states to determine if the applicant currently holds a driver license or identification card in another state. The service results in one driver, one record. The second phase of this program will be



NHSP Trooper FC Scott Atherton conducts a commercial driver license test at the Concord DMV.

the electronic exchange of motor vehicle record citations, convictions, and suspensions.

For the period of July 1, 2020-June 30, 2021:

Operating Suspensions entered	63,267
Registration Suspensions entered	29,484
Paid Citations	57,484
Manual Citation Entered	16,025
Electronic Citations	49,895
Manual Crash Report Entered	13,469
Electronic Crash Reports	13,206
Phone Calls Handled (FR Public & Employee Assist)	90,046



The DMV stays open during the pandemic and goes to an appointment based system to limit numbers of customers in the building. Staff maintained social distancing while being available to customers for assistance.



Division of State Police

In Fiscal Year 2021, the Division of State Police...

- stopped 92,275 motor vehicles;
- arrested 910 impaired drivers;
- conducted 6,592 criminal investigations;
and
- conducted 141,671 commercial vehicle
inspections and weighing of commercial
vehicles.



Colonel Nathan Noyes
Director of State Police

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.

Division of State Police

The New Hampshire State Police was created by an act of the Legislature on July 1, 1937, the fifteenth such force in the United States. As a state law enforcement agency, State Police patrols New Hampshire's state highways, toll roads and interstates, enforcing state criminal, motor vehicle and other public safety laws. The Division has concurrent jurisdiction in towns with less than 3,000 people, concurrent motor vehicle jurisdiction statewide and primary jurisdiction on all interstate highways. Division members are empowered to carry out law enforcement functions in all other locations when they observe a law violation, are in pursuit of an investigation, a violator, or are requested to assist by local authorities, the Attorney General or the Governor.

The Division of State Police is organized into three bureaus: Field Operations, Investigative Services and Justice Information. Headquartered at the James H. Hayes Safety Building in Concord, the Division of State Police operates from seven Troop Stations around the State, in addition to a Marine Patrol facility and State Office Complex Police Force at New Hampshire Hospital — all of which provides a visible law enforcement presence across New Hampshire.

Colonel Nathan A. Noyes served as Director of the Division of State Police during the 2021 Fiscal Year.

The Field Operations Bureau is located at State Police Headquarters in Concord and encompasses uniform patrol and various investigations throughout the state. Personnel assigned to the Field Operations Bureau account for 83 percent of all Division of State Police sworn employees. The primary function of the Field Operations Bureau is the provision of motor vehicle enforcement and criminal deterrence patrol. These services are provided across the state by Troop A in Epping, Troop B in Bedford, Troop C in Keene, Troop D in Concord, Troop E in Tamworth and Troop F in Carroll.

Fiscal Year 2021 proved challenging for the Operations Bureau as it had to adapt to the nation's social and political climate. The Bureau dedicated numerous hours

and resources to our state capitol, legislative hearings, government events, as well as civil unrest and social justice gatherings. This was done in an effort to protect the lives and safety of all in attendance and allow everyone the opportunity to exercise their constitutional rights.

In addition to standard patrol services, the Field Operations Bureau provides Special Services to cities and towns alike. The following Units fall under the domain

of Special Services: Aviation/Special Enforcement Unit, Canine (K-9) Unit, the Collision Analysis & Reconstruction Unit (C.A.R.), D.A.R.E. (Drug Abuse Resistance Education), Drill Team, Drug Recognition Expert (DRE), Explosives Ordinance Disposal Unit (EOD), Motorcycle Unit, Public Relations and the Special Events Response Team (SERT). The majority of troopers with specialty assignments carry patrol duties as their primary function

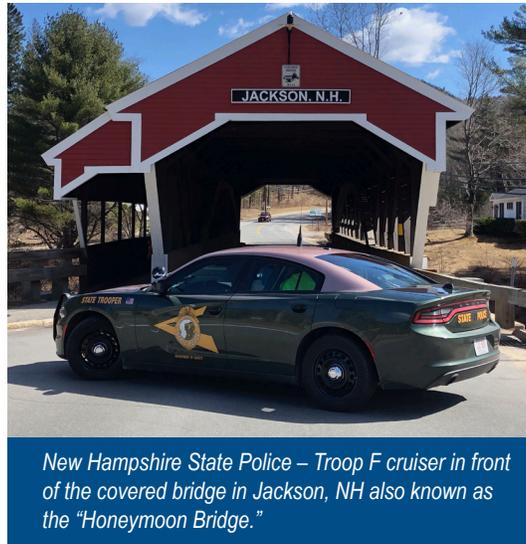
Troop A - Headquartered in Epping, Troop A's geographical area of responsibility includes

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

During the 2021 Fiscal Year, Troop A troopers stopped 14,001 vehicles, arrested 233 impaired drivers and investigated 804 motor vehicle crashes. Criminal arrests and investigations totaled 893.

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

During the 2021 Fiscal Year, Troop B troopers stopped 12,474 vehicles, arrested 151 impaired drivers and investigated 1,198 traffic crashes, 13 of which were fa-



New Hampshire State Police – Troop F cruiser in front of the covered bridge in Jackson, NH also known as the “Honeymoon Bridge.”

talities. Criminal arrests and investigations totaled 837 and 871, respectively.

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

During the 2021 fiscal year, Troop C troopers stopped 14,655 vehicles, arrested 103 impaired drivers, investigated 320 traffic crashes and conducted 1,330 criminal investigations.

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

During the 2021 Fiscal Year, Troop D troopers stopped 21,756 vehicles, arrested 302 impaired drivers, investigated 867 traffic crashes and conducted 782 case investigations.

Troop E – Headquartered in Tamworth and is responsible for providing police services throughout Belknap and Carroll Counties. This area encompasses 29 towns and the City of Laconia. The geographical

area of Troop E includes the Lakes Region which has the largest lake in New Hampshire, Lake Winnepesaukee, 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, troopers initiated 14,117 motor vehicle stops, responded to and investigated 173 motor vehicle collisions, made 295 arrests of which 58 were impaired drivers, and handled a total of 696 investigations.

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

Because of the low resident populations in the many towns which make up Troop F and due to the fact that many of the police departments in these towns are small or part-time departments, State Police personnel handle the majority of calls for service.

During this fiscal year, Troop F troopers identified and addressed 15,272 motor vehicle violations, and conducted 1,943 case investigations.

Troop G - Located in Concord, Troop G is unique in that its mission is statewide Commercial Vehicle Enforcement and is tasked with the monitoring and application of state and federal motor carrier regulations. During the 2021 Fiscal Year, the school bus program certified 49 individuals as school bus and commercial driving school instructors, licensed 51 driving schools and prosecuted administrative hearings pertaining to school bus drivers and driving schools. Troop G personnel presented 35 Teens and Trucks presentations and investigated several school bus crashes. Troop G investigators as-



Members of New Hampshire State Police – Troop E and the New Hampshire National Guard join together to assist the granite state with COVID-19 operations.

signed to the DMV Task Force conducted 77 criminal investigations.

The Field Enforcement Section is made up of Troop G troopers along with our civilian Automotive Equipment Inspectors (AEI). They enforce the laws and rules governing the operation of 1,743 authorized New Hampshire auto dealerships and 1,999 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 all currently certified automotive safety inspectors across the State, as well as conduct physical examinations of vehicles deemed by insurance companies to have been salvaged. Troop G personnel locate and serve notice to persons eligible to be deemed as habitual offenders, locate persons and retrieve driver licenses and registration plates from those that have been suspended or revoked and prosecute administrative hearings pertaining to dealerships and inspection stations.

During fiscal year 2021, the Automotive Equipment Inspection (AEI) Program continued to be successful in conjunction with our field enforcement Troopers. The cooperative effort resulted in 590 audits of dealerships and inspection stations, 55 follow-up audits and 774 mechanic certifications. Troop G successfully partners with the New Hampshire Auto Dealers' Association to offer all-in-one inspection certifications to include automobile, motorcycle, bus and heavy truck 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 held 18 monthly automobile inspection classes, 12 of these were offered virtually. Troop G serviced 33 special dealer and inspection requests.

In fiscal year 2021, Troop G troopers were tasked to serve 471 habitual offender notices at the request of the Department of Safety Hearings Bureau and worked in conjunction with the DMV to conduct 1,998 salvage inspections and 122 VIN issuances at various locations throughout the State.

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

perform commercial vehicle inspections and weighing of commercial vehicles. Troopers also utilize semi-portable scale trailers and portable scales at roadside locations throughout the State.

The combined efforts of the Troop produced 10,433 commercial vehicle inspections and the weighing of 131,238 commercial vehicles. During this year, troopers discovered 20,942 commercial vehicle violations, of which 2,777 were deemed out-of-service violations where either the driver or vehicle was forbidden to continue operating. The CMV Enforcement Section also has troopers assigned to the New Entrant Program. Working closely with the Federal Motor Carrier Safety Administration, they provide educational and technical assistance for new commercial motor carriers. Troopers attached to the New Entrant Program conducted 246 motor carrier company safety audits as well as industry outreach and monthly overview training. Troop G also has specially trained troopers who conduct dyed fuel



Future Trooper poses with New Hampshire State Police Cruiser; he also had some great advice – Be Kind! (T-shirt).

testing of special fuels to ensure all applicable state and federal taxes have been paid. During fiscal year 2021, Troop G troopers inspected 1,670 vehicles for fuel tax violations. Troopers also performed 101 hours of public relations outreach for a combined audience of 2,403 participants. Troop G has several troopers that are certified to conduct Commercial Driver License examinations. Troop G assists NH DMV with CDL testing on a weekly basis.

Troop Detectives - The investigation of more complex criminal activity within the seven Troop areas is the responsibility of detectives and investigative personnel assigned to each barracks. These troopers investigate all manner of crime, as well as untimely deaths and sexual assaults within their jurisdiction. Investigators are frequently called upon to assist the Major Crime Unit

with large scale events. Requests from out-of-state law enforcement agencies and investigative follow-up round out the constant flow of activity.

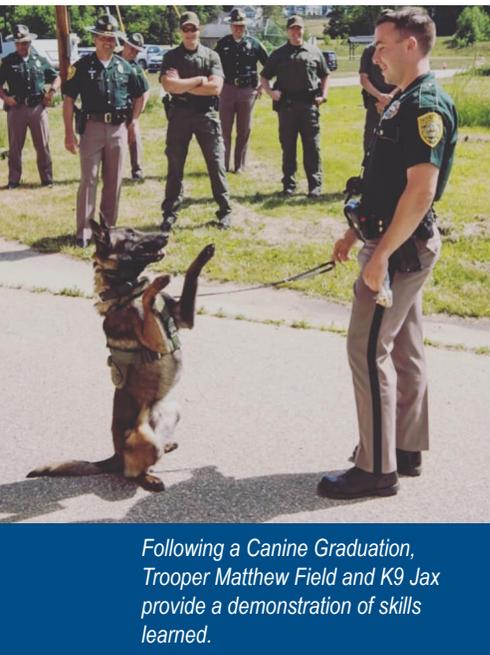
The Special Enforcement Unit (SEU) - Since 1980, the Special Enforcement Unit has been of service to the residents and visitors of New Hampshire. The Special Enforcement Unit's primary mission is to monitor traffic and enforce motor vehicle laws with the goal of making highways safer. This is accomplished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

In Fiscal Year 2021, the airplane flew 117 traffic enforcement missions throughout the State, equating to approximately 376.8 hours of flight time resulting in 4,633 reported events. These efforts helped to remove some of the most aggressive drivers from New Hampshire's roadways.

In Fiscal Year 2021, the State Police helicopter flew 45 missions for a total of 113.5 hours during search and rescue and other law enforcement missions.

In fiscal year 2021, State Police flew 41 Sky Ranger R-60 Unmanned Aerial Systems (UAS) missions. Nine troopers and two State Police Civilian Pilots are currently certified as UAS Pilots. These systems were utilized in assisting the CAR Unit, Major Crime, SERT and SWAT.

The Canine Unit - The 24 State Police Canine Teams are comprised of a specially trained trooper and dog and are geographically assigned to all Troops within the State. All teams are trained and certified to New England State Police Administrators Conference (NE-SPAC) standards. The Canine Unit also provides



Following a Canine Graduation, Trooper Matthew Field and K9 Jax provide a demonstration of skills learned.

CANINE UNIT

Patrol / Search and Rescue - Patrol and Search and Rescue Canine Teams were called upon to locate missing persons, evidence of crimes and to search for wanted suspects.

Narcotics / Gun Shot Residue Detection - The Canine Unit Patrol / Narcotics Detection Teams, single purpose Narcotics Detection Teams and Gun Shot Residue Teams were called upon on numerous occasions to conduct school searches in several communities throughout the State.

Cadaver (Human Remains Detection) Teams - The Cadaver Canine Teams assisted the Major Crime Unit with several investigations including cold cases.

Crowd Control - The Canine Unit provided crowd control support at several colleges and communities during large events and demonstrations.

Public Relations Demonstrations - Canine Teams were involved in numerous public relations demonstrations throughout the State.

in-service training for canine teams from the towns of Auburn, Bow, Wolfeboro and the Strafford County Sheriff's Department. During this reporting period, the State Police Canine Unit was involved in 795 reported missions. The Canine Unit conducts patrol, search and rescue, narcotics and gunshot residue detection, cadaver investigations and recovery, crowd control, and public relations demonstrations.

The Collision Analysis and Reconstruction (CAR) Unit - Unit members have specialized training in the field of motor vehicle collision reconstruction and crash investigation. Specific training during this fiscal year included crash data retrieval certification, advanced reconstruction techniques, motorcycle crash reconstruction, Pedestrian/Bicycle Crash Reconstruction, Vehicle Autopsies, felony blood draw/search warrant refreshers, UAS drone training and licensing.

The Unit also has a Victim Liaison who is instrumental in being the immediate contact for the victims' family members, which allows our investigators to concentrate on their investigations.

During Fiscal year 2021, Unit members collectively conducted 64 investigations. Many of the 64 investigations have resulted in various felony and misdemeanor offenses, including negligent homicide, manslaughter,

second degree assault, reckless conduct, vehicular assault and negligent driving. Of the 64 investigations during this time period, 33 cases involved a fatal crash with the remainder of the investigations involving serious bodily injury.

The Drill Team - The NH State Police Drill Team is the Ceremonial and Honor Guard Unit for the Division of State Police. Each year, the NH State Police Drill team participates in events around the State and New England. Many of these events are very well attended, giving the Division positive public relations visibility. These public relations events include parades, sporting events and civic ceremonies. The Drill Team is also tasked with participating and assisting in police funerals and memorials. During fiscal year 2021, the NH State Police Drill team participated in 20 events, including 11 funerals for fallen officers killed in the line of duty or for retired troopers. The Drill Team assists with planning of these ceremonies and presentation of the National colors, to include the folding and presentation of an American flag to the family.

The Drug Abuse Resistance Education (D.A.R.E.) Program has been a part of the New Hampshire community since 1989. There are approximately 125 D.A.R.E. officers in New Hampshire. The program was presented in almost 100 schools and the K-4, elementary and middle school programs were delivered to nearly 8,000 students. The Division of State Police is responsible for overseeing the entire program throughout the state and works with D.A.R.E. America to ensure the proper delivery of the program. State Police D.A.R.E. personnel are responsible for planning and conducting the training of new D.A.R.E. Officers in the Northeast Region and maintaining the certifications of current New Hampshire D.A.R.E. Officers.

Due to COVID-19 restrictions the annual DARE classic 5K road race was not held in either 2020 or 2021. In lieu of our donations normally raised at the D.A.R.E classic 5K road race we took in \$7,500 in donations from the Freemasons of New Hampshire, as well as a minimal amount of donations from the public.

The Drug Recognition Expert Unit - The Division of State Police has been participating in the Drug Recognition Expert (DRE) Program since 1991. The DRE Unit consists of highly trained troopers skilled in the detection of drivers impaired by alcohol and drugs. During fiscal year 2021, the DRE Unit conducted 45 evaluations

for prosecution. The Division currently has 21 Drug Recognition Experts and six Drug Recognition Expert Instructors.

The Explosives Disposal Unit - The Explosives Disposal Unit takes custody of and disposes of all found, abandoned, forfeited and seized materials and devices containing explosives, explosive materials or explosive chemicals. Members of the Explosives Disposal Unit



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

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

There were 536 requests for service during the fiscal year, an increase from the 484 recorded in the previous fiscal year.

The Motorcycle Unit - Throughout the course of the year, the Motorcycle Unit is utilized in a number of different ways ranging from charity and static display events, to funerals and joint enforcement patrols with local departments.

Unit member's remained assigned to their respective

Troops and/or Units and fulfilled motorcycle unit assignments and requests as schedules and staffing allowed. From July 1, 2020 to June 30, 2021, the Motorcycle Unit received 59 requests for services.

Due to the pandemic, the 97th Laconia Motorcycle Rally was held in August to which members of the Unit were assigned. In addition to their patrol and enforcement duties during the rally, members participated in the 14th annual Peter Makris Memorial Ride and the 27th Annual POW/MIA Freedom Ride. In June of 2021, members were assigned to the 98th Laconia Motorcycle Rally and again provided support to local departments as well as participated in a number of charity related events during the week.

The Unit also conducted joint enforcement patrols with the City of Manchester and the Town of Hampton, concentrating on enhanced traffic enforcement focusing on hands free and pedestrian violations as well as speeding.

The Special Events Response Team (SERT) - The SERT Unit is overseen by a Field Area Captain, Lieutenant in Special Services and a SERT Unit Commander with the rank of sergeant. There are currently 33 troopers assigned to the SERT Unit. Members are trained in Crowd/Riot Control Formations and Mobile Field Force Tactics, Search & Rescue and Article Searching.

SERT members are assigned to such calls for service as Laconia Bike Week, events that are sure to draw large crowds at New Hampshire Universities and Colleges and other events that pose a potential and/or active civil disturbance. The SERT Unit is available 24 hours a day to assist with crowd control, special events, civil disorders, search and rescue and article searches. The Unit trains with local, state and federal partners. The SERT Unit responded to 15 events this year.

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

In addition to the detection and enforcement of illegal drug trafficking and criminal law violations, the MET is also integrated with drug enforcement units such as the State Police Narcotics and Investigations Unit (NIU), DEA (Drug Enforcement Administration), FBI SSGTF

(Federal Bureau of Investigation Safe Streets Gang Task Force), HSI (Homeland Security Investigations) and the NH Drug Task Force.

The MET has a vital role to support these Units as they share information with MET to assist in locating and apprehending those involved in the distribution and trafficking of illegal drugs and other serious crimes.

Below is the activity for MET during this period:

MET activity for FY 2021	
• Total Arrests	231
• Felony Drug Arrests	133
• Misdemeanor Drug Arrests	6
• Assist Other Agencies (NIU, DEA, FBI, HSI, DTF)	523
Drugs Seized	
• Cocaine	425.5 Grams
• Heroin/Fentanyl	3.18 Kilograms
• Methamphetamine	9.25 Kilograms
• Narcotic Pills	383 Dosage Units
• Marijuana	4.14 Pounds
• U.S. Currency Seized	\$325,158
• Firearms Seized	33

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

During the fiscal year, Marine Patrol personnel certified 11,731 new recreational boat operators, issued 4,846 mooring permits and 536 water event and slalom course permits and investigated 40 reportable boating accidents and 16 drownings. Officers contacted a total of 1,117 vessels. During these contacts, officers made 29 arrests, issued 583 citations, and 1,740 warnings for various boating violations. Officers made four arrests for Boating Under the Influence, and handled 2,611 calls for service across the state.

Marine Patrol also tested and licensed 674 new com-

mercial boat operators, issued 872 commercial boat registrations and inspected 519 commercial boats.

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

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

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

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 Recruitment and Training Unit has also seen to the delivery of more training in disciplines that will be required annually for certification, as established by the Commission on Law Enforcement Accountability, Community and Transparency (LEACT). Such disciplines include Implicit Bias and Cultural Responsiveness, Ethics, and De-Escalation, along with increasing annual training hours from eight to 24 by 2024. The Unit also serves as a representative to the Training Committee of the New England State Police Administrators Compact.

The State Office Complex Police Force (SOCPF) members provide the primary police coverage to the Hugh Gallen State Office Complex, which includes 36 State office buildings and agencies including the New Hampshire Hospital through the enforcement of federal,



New Hampshire State Police – Marine Patrol survey Lake Winnepesaukee in Deep Cove near Timber Island on the 8 meter Ambar.

state and local laws and internal policies and procedures. Additionally, personnel provide general and specialized services to customers by providing a safe and secure environment that allows patients and residents, employees, volunteers and visitors to deliver and receive quality services. On a typical business day, the campus population ranges from 4,000 to 5,000 people, including staff and visitors. Additionally, the State Office Complex Police Force coordinate with various non-profit and local organizations in planning events that use the campus as

a venue, during which the SOCPF focus on traffic and crowd control. The events bring thousands of additional people to the campus.

The SOCPF Police Officers responded to 14,866 calls for service during the 2021 fiscal year, including but not limited to the following: 738 psychiatric emergencies, 14 missing person or escapee incidents, 25 threats, 29 domestic violence order services, 964 alarms, 34 sex offender registrations, 16 arrests, 1,129 admissions, 81 assistance requested or response for a Governor Hugh J. Gallen State Office Complex agency and 90 assist to outside law enforcement agencies.

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

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

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

The Major Crime Unit - The Major Crime Unit's primary responsibility is the investigation of homicides throughout the State of New Hampshire. Aside from these types of incidents, the Unit continues to coordinate and assist in investigations pertaining to other manners of death, officer involved shootings, public integrity, prison escapes and a variety of other violent felony level offenses. The Major Crime Unit is comprised of multiple specialized sections such as the Cold Case Investigations Unit, Crime Scene Services, Family Services, Missing Persons Clearing House and the New Hampshire State Prison Liaison. Major Crime Unit investigators are tasked with handling some of the most egregious and sensitive cases in the State. Unit members work in conjunction with local, state and federal law enforcement and prosecutorial agencies fostering partnerships based in mutual respect, cooperation and professionalism.

In Fiscal Year 2021, the Major Crime Unit responded to 65 calls for service. This included nine full call-outs for five homicides and four officer involved shootings. The remainder of the calls for service were 18 other death investigations, and 37 assaults, violent felonies, sexual assaults, drug/firearms offenses, prison escapes and miscellaneous outside agency requests for assistance. These numbers do not necessarily reflect the fact that some cases are more manpower intensive than others, and due to suspect prosecution, must be sustained and continually investigated for a year or longer.

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

The Narcotics Investigations Unit (NIU) - The Narcotics Investigations Unit investigates all drug and vice-related crimes while maintaining a staff of undercover personnel and specialized equipment. The activities performed by the Unit include undercover and controlled buys of illegal drugs, including marijuana, cocaine, crack-cocaine, heroin and fentanyl and methamphetamine. Working in collaboration with the other law enforcement agencies, some members of the Unit are assigned to task forces to include the New Hampshire

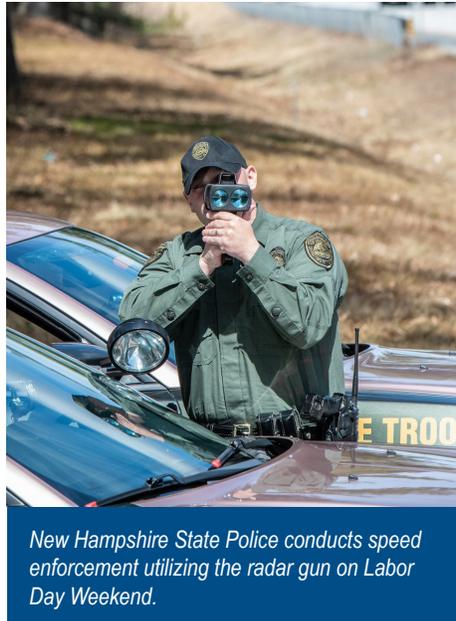
Attorney General's Drug Task Force, the U.S. Drug Enforcement Administration (DEA) Strike Force, the DEA High Intensity Drug Trafficking Area (HIDTA), U.S. Postal Inspectors and FBI Safe Streets Gang Task Force.

The Unit initiated 46 cases and assisted in an additional 36 cases during this fiscal year. These cases involved marijuana, cocaine, crack cocaine, ecstasy/molly, heroin, fentanyl, methamphetamine, oxycodone and other prescription drugs.

The Polygraph Unit - The State Police Polygraph Unit has provided forensic polygraph services to local, state and federal

law enforcement agencies since 1970. The Polygraph Unit conducts exams related to crimes which include homicides, sexual assaults, child abuse, drug investigations, burglaries and thefts. The Unit is also tasked with administering law enforcement pre-employment examinations for all New Hampshire trooper candidates as well as other state agencies such as the NH Fish and Game Department, the State Fire Marshal, Marine Patrol, Liquor Commission, the NH Division of Forest and Lands, as well as Homeland Security and Emergency Management. The Unit consists of six members consisting of one commander and five additional examiners, who travel throughout the State conducting these exams. The Polygraph Unit conducted 142 examinations for the fiscal year 2020-2021.

The Special Investigations Unit (SIU) - The Special Investigations Unit was created in January of 2018 due to a recognized need for a dedicated group of highly specialized investigators to combat the rise of computer crimes and cyber threats and to investigate other specialized crimes such as financial crimes, organized



New Hampshire State Police conducts speed enforcement utilizing the radar gun on Labor Day Weekend.

crime, human trafficking and fugitive apprehension. Working in collaboration with other law enforcement agencies, some members of the Special Investigations Unit are assigned to task forces to include the FBI Cyber Task Force, New Hampshire Internet Crimes Against Children Task Force (NHICAC) and the Human Trafficking Task Force through Homeland Security.

During the 2021 fiscal year, the Special Investigations Unit conducted and/or assisted other local, state and federal law enforcement agencies in approximately 105 investigations. The majority of these cases were cyber related ranging from such things as possession of child sexual abuse images, phishing attempts, e-mail harassment, network intrusion, the forensic analysis of cell phones and computers in support of other investigations and a variety of other cyber related crimes.

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

The Justice Information Bureau - The mission of the Justice Information Bureau (JIB) has transitioned from the Support Services Bureau into a Bureau with a majority of its role tasked with Criminal Justice Information Services (CJIS) and oversight in project management. The JIB will maintain continued efforts in ensuring troopers and civilian staff have reliable tools and the technology necessary to provide critical services to the citizens and visitors of New Hampshire. The Justice Information Bureau is comprised of the following Units, Sections and Systems:

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

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

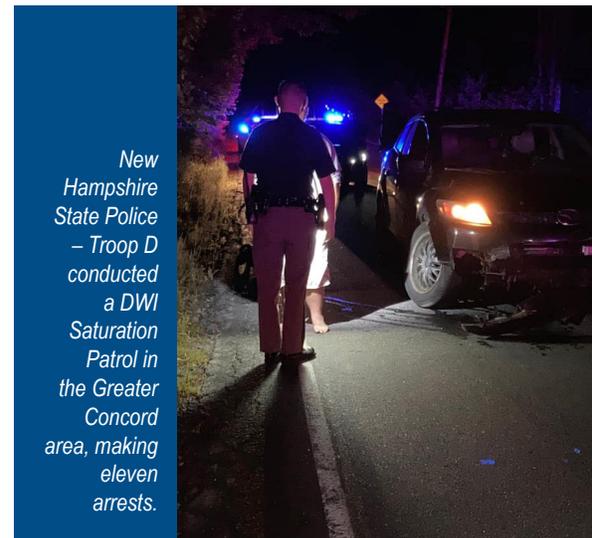
The Criminal Records Unit maintains the State's Criminal History Record Information (CHRI) Repository, the Automated Fingerprint Identification System (AFIS), and the Uniform Crime Reporting (UCR) System.

Central Repository – During this reporting period, 145,083 CHRI requests were disseminated. Additionally, the Criminal Record Unit received 102,551 CAAFF's (Complaints as Accepted for Filing), 98,236 court dockets, 4,866 annulments from New Hampshire Courts, with 54,020 criminal and applicant ten-prints being processed by the Central Repository. This reporting period, the Criminal Record Unit underwent a workflow reconfiguration by way of an online portal to improve overall unit efficiency and customer service.

The last 12-month period proved to be a very challenging time between the pandemic and the lifting of the Governor's order allowing relaxing the requirement for background checks, and

as a result, the Unit saw an unprecedented increase in fingerprint support checks conducted which has gone from a 20+ day turn-around time down to an eight-day turn-around time, where we now consistently remain through the efforts, diligence and cohesion of the Criminal Records Unit and staff from other divisions were central to the success of this turn around during that time.

Uniform Crime Reporting - During this reporting period, the Uniform Crime Report (UCR) Unit has received from state, county and local law enforcement agencies, 52,434 crimes reported within the 54 National Incident Based Reporting System (NIBRS) categories. NIBRS data represents 99.7% of the states' population with all but four of the State's law enforcement agencies reporting.



New Hampshire State Police – Troop D conducted a DWI Saturation Patrol in the Greater Concord area, making eleven arrests.

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

The Unit is also responsible for receiving all nationwide law enforcement electronic messages. This includes the data entry system for both the National Crime Information Center (NCIC) and the National Law Enforcement Telecommunications System (NLETS). This also includes entering information from state and local agencies into the State Police On-Line Telecommunications System (SPOTS) including the NCIC State database for In-State Misdemeanor Warrants and Domestic Violence Petitions (DVP). With the implementation of the Computer Aided Dispatch (CAD), the Unit can provide an immediate printout of all calls received within the Division.

The Communications Unit is also the central location for activating Amber and Silver alerts. The Unit provides support through Emergency Support Function

13 (ESF-13) Law Enforcement to Homeland Security Emergency Management during natural disasters, critical incidents and training exercises.

Total Calls for Service (CFS): 101,101.

J-One – One Network Environment for Justice -

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

Goals have included:

- Reducing redundant re-keying of information from paper documents into isolated information silos.
- Reducing errors inherent in that manual paper process.
- Accurate and reliable data in CJIS repositories, which in turn will lead to more accurate statistical data, historical trend analysis and forecasting.
- Accurate and available information, which increases officer and public safety.
- Leading ultimately to better criminal justice resource management and increased safety for the people of New Hampshire.
- J-One presently is a combination of differing technologies, both custom and vendor provided solutions.
- J-One Data transmission system that includes eCrash, eComplaint, eCitation, Complaints As Accepted For Filing (CAAFF), Dispositions, Uniform Charge Table (UCT), LiveScans (Electronic Fingerprint Based - Background Checks) and Intoxilyzer(s).
- 78 agencies are running eCrash, 99 agencies are running eComplaint, and 90 agencies are running eCitation with continued expansion expected throughout the State. Of those agencies, 73 are running all three eSuite initiatives.
- UCT: 1,731 charges were either added (584) or updated (1,147) into the UCT for Fiscal Year 2021.
- MS/CAD: CSI was selected as the RMS/CAD vendor. State Police went live on June 27, 2021. J-One is working with the CSI to identifying bugs and issues found in the system. J-One will be coordinating with CSI to assist with the implementation and training of eSuite for new agencies.
- Intoxilyzer 9000 Project: Continuing statewide roll-out and establishing VPN connectivity with identified server. Thirty-six out of 108 sites has been completed for municipalities. All State Police sites have all been connected successfully.
- AFIS – LiveScans: Phase II AD integration is under-



Colonel Nathan Noyes announces the 2020 Toys for Tots campaign collaborating with the US Marine Corps; joined by Santa and Mrs. Claus.

way. 53 LiveScan Stations are currently operational with the intent to purchase 20 more. All AFIS installations are running on IKEv2 with the exception of Manchester which is currently in progress.

J-One is currently undergoing a revitalization to increase the number of local law enforcement agencies participating in eCitation, eComplaint and eCrash filing. This includes a new website, marketing materials, visibility of the team through on-site visits and trainings, and promoting officer and public safety. J-One has published an application interface document as a guide for prospective RMS vendors to participate with the J-One Program. Collaboration between J-One and the courts will result in an implementation schedule of more than 25 agencies by the end of 2022

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

Criminal justice agencies across the State are afforded the ability to access the State Police On-Line Telecommunications System (SPOTS). The transmission of this data is over a secure network and provides the most up-to-date information on those being sought by police. The system is currently deployed to 210 criminal justice agencies across the State.

During fiscal year 2021, Unit personnel provided specialty instruction to approximately 502 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 4,471 sworn and civilian personnel are maintained and current.

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 the use of explosives. The Permits and Licensing Unit also issues licenses for explosives and fireworks storage facilities throughout the State. These storage licenses are issued only after successful inspections are performed by personnel from the State Police Explosives Disposal Unit. During this reporting period, the Permits and Licensing Unit issued 8,678 licenses. Of those, 5,551 were for non-res-

ident concealed pistol licenses. During this fiscal year, the Permits and Licensing Unit collected \$702,036 in revenue.

The State Police Gun Line is operated within the Permits and Licensing Unit and received 79,821 calls from Federal Firearms Licensed dealers requesting background checks on New Hampshire residents purchasing handguns commercially during this fiscal year. Of those attempted purchases 1,012 were denied due to federal and/or state statute.

The Sex Offender Registry Unit is responsible for maintaining the database of all registered sex offenders within the State of New Hampshire. Offenders are required to register with their local police departments either quarterly or semi-annually. In addition, they are required to report any change in their personal information within five business days, including temporary addresses, vehicles, tele-



New Hampshire State Police remind motorists to use a sober driver.

phone numbers and e-mail accounts. That information is sent to the registry for daily updates. The NHSP Sex Offender Registry received an average of 224 forms a week during this past fiscal year. Those forms are entered by a single staff member daily in order to update the public website. Those updates are made on a weekly basis. This information includes a current warrant list and updated information on Offender's Against Children (Megan's Law), including the photographs of offenders available to the public. There is an average of 175 offenders who are non-compliant each month.

Offenders must pay an annual \$50 registration fee. If an offender is indigent, the registrant may request a hearing through the Department of Safety Bureau of Hearings, which requires attendance by a sworn member of the unit. We had an average of 100 offenders who failed to pay their registration fee each month. In order to combat the issue of non-payment, an employee will notify hearings and the DMV of the non-payment. A hear-

ing is scheduled to determine if a license suspension is warranted. In addition to the registration requirements, the Division of State Police is also statutorily responsible for verifying the address of every sexual offender twice a year. This is done by certified mailings, as well as in-person compliance checks by troopers. The registry utilizes federal grants to assist with these address verifications. We attempted over 5,700 verifications this fiscal year of which 2,922 were completed in person. That number was less than average as COVID concerns required that we utilize the mail more. The remaining were sent through certified mail.

The Sex Offender Registry is also responsible for determining the reasonably equivalent offense for out-of-state criminal offenders who move into New Hampshire and to determine if the offender is convicted of more than one criminal episode.

The Sex Offender Registry continues to grow annually as new offenders are released from prison, move into the state or are located in New Hampshire and notified of their registration requirements. At the end of the fiscal year, there were a total of 7,430 offenders, which is an increase of 598 offenders since July of 2019. Of the total number of offenders, 3,031 are actively registering throughout the state of New Hampshire with their local jurisdictions.

There are a total of 2,620 offenders on the public list under Megan's Law.

Media Relations and Community Outreach – New Hampshire State Police offers the citizens of New Hampshire presentations, lectures, informational campaigns and demonstrations presented by state police personnel. Law enforcement topics of interest range from career days and fairs, drug recognition, K-9 demonstrations, motorcycle unit escorts, explosives

disposal, aircraft, parades, color guard, tours, safe driving, personal safety, internet safety, forensics, marine patrol and federal motor carrier rules.

Social Media Platform

of Followers (As of June 1, 2021)

Facebook (@NHStatePolice) **71,292**

Twitter (@NH_StatePolice) **15,155**

Instagram (@nhstatepolice) **44,212**

Every Troop and Unit contributes to the success of these events by committing the appropriate personnel with the most up-to-date information available for their presentations. During the fiscal year, 102 requests were honored.

The New Hampshire State Police utilizes radio, television, print media, and social media to promote public safety. Each week, members of the division participated in the weekly radio segment “Good Morning with Jack Heath” on 107.7, The Pulse in Concord.

The New Hampshire State Police Social Media platforms continue to grow with engaging, positive and time-sensitive content shared daily. Real time alerts and updates regarding road closures, motor vehicle crashes, homicide investigations, and ongoing incidents are released via social media providing direct information to the public and press.

The Colonel's Office oversees the following Units:

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

- Procurements
- Contract Management
- Budget Management
- Fiscal Management
- Fleet Management
- Facility Management
- Project Management
- Detail Desk

The Crisis Negotiation Unit (CNU) members responded to 16 calls for service in this fiscal year (2020-2021), which is a slight increase from the prior Biennial Report



K9 Wyatt pauses for a photo following a search and rescue operation.

with 12 calls. The CNU aided in the peaceful arrest of four “high risk” subjects in volatile situations such as armed barricaded suspects or people that have expressed a willingness to engage in a shootout with police. The unit also successfully dealt with an additional six individuals who were experiencing a mental health crisis and facilitated peaceful resolutions.

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

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

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

Technical services currently offered by the Forensic Laboratory

include examination of firearms and toolmarks, latent impressions (i.e., finger and palmprints, footwear and tire track), serology, DNA, imaging, ignitable liquids, controlled substances, blood alcohol testing as well as the analysis of urine, blood and other biological samples for the presence of controlled substances. The laboratory also provides training and certification of Intoxilyzer operators and ensures the Intoxilyzer instruments deployed throughout the state remain calibrated and ready for use

Concurrent with widely publicized increases in overdose deaths, the Forensic Laboratory continues to routinely confirm the presence of fentanyl in a large number of drug submissions, with fentanyl remaining the most fre-

quently confirmed drug. During Fiscal Year 2021, the laboratory saw methamphetamine surpass pharmaceuticals as the second most common drug confirmed in evidentiary samples. In response to Federal and State legislation legalizing hemp products, the Drug Chemistry Unit validated a procedure to quantitate the level of THC in vegetative matter samples to determine whether questioned vegetative matter was marijuana or hemp. The Forensic Biology unit assisted an initiative coming out of the Attorney General’s Office to ensure that any sexual assault kits presently in law enforcement custody had been submitted to the laboratory and tested. This led to more than 450 sexual assault kit submissions from past cases.

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

The Professional Standards Unit is responsible for ensuring that all Division Members adhere to the laws

of the State as well as the Professional Standards of Conduct.

The Special Weapons and Tactics (SWAT) Unit is tasked with resolving critical, high-risk incidents that are beyond the capabilities of patrol Units. The SWAT Unit will respond whenever its expertise or knowledge is needed, 24 hours a day, 365 days a year. Unit members maintain a high state of readiness through their training, dedication and professionalism. The SWAT Unit consists of 21 Troopers that are assigned to Troop Stations and other duty assignments throughout the State. The SWAT Unit responded to 42 calls for service in Fiscal Year 2021 (July 1 2020 – June 30 2021). Additionally, the SWAT Unit was contacted several times for



New Hampshire State Trooper conducts a motor vehicle stop in conjunction with the Special Enforcement Unit utilizing the aircraft.

consultation regarding high risk operations.

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

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

The Intelligence Unit continues to be the Division's liaison with the Financial Crimes Enforcement Network (FinCEN), the Regional Information Sharing System (RISS) through the New England State Police Information Network (NESPIN), the El Paso Intelligence Center (EPIC), the International Criminal Police Organization (INTERPOL), Law Enforcement Enterprise Portal (LEEP), the Homeland Security Intelligence Network (HSIN) and the Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI) in conjunction with FBI's eGuardian portal.

In Fiscal Year 2021, the Unit continued its presence in the New Hampshire Office of the FBI by assigning a trooper to the FBI's Joint Terrorism Task Force (JTTF). The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity within the state.

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

The Terrorism and Intelligence Unit is also an active participant of the New England State Police Administrative Compact (NESPAC) intelligence working group.

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

The Terrorism and Intelligence Unit is charged with processing criminal intelligence reports and coordinating with agencies for timely submissions of information related to Granite Shield. During Fiscal Year 2021, the TIU received and processed 400 intelligence reports and processed 215 de-confliction requests. Tips and leads regarding criminal activity or wanted subjects are monitored and reviewed by the TIU. Tips and leads are phoned in or sent to the Investigative Services Bureau via the State Police web portal. The TIU is responsible for vetting the information and forwarding the information to the appropriate jurisdictions for investigation. During Fiscal Year 2021, the TIU received and processed 651 tips/leads/SARs.



During National Police Week, members of New Hampshire State Police – Troop D visit the Law Enforcement Memorial in Concord, NH to remember and honor those who made the ultimate sacrifice.

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Division of Homeland Security and Emergency Management

In Fiscal Year 2021, the Division of Homeland Security and Emergency Management...

- 34 emergency management performance grants totaling \$1,239,219;
- \$83,266,445.20 in public assistance grants;
- \$146,250 in hazard mitigation grants;
- \$307,996.50 in pre-disaster mitigation grants;
- \$451,665 in high hazard potential dam grants; and
- the State Emergency Operations Center (SEOC) was activated a total of 10 times. The SEOC transitioned from partial to full activation on March 23, 2019, as the state response to the COVID-19 pandemic ramped up to all hands on deck for this unprecedented emergency. It was the first time in history that the SEOC operated at full activation for over a year. It returned to Steady State on June 30, 2021.



Jennifer L. Harper
Director of Homeland Security and
Emergency Management

Mission Statement

To partner with every community to prevent, mitigate, prepare for, respond to, and recover from all hazards that impact New Hampshire.

Division of Homeland Security and Emergency Management

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

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

Administration

The **Administration Section** includes the office of the Director, Business and Finance, the School Safety and Preparedness Program and the Community Outreach Office. Administration provides the overarching leadership and direction for the Division. By statute, the Director of Homeland Security and Emergency Management reports to both the Governor and the Commissioner of Safety.

The **Business and Finance Section** is responsible for budgeting, purchasing, accounts payable, accounts receivable, and financial reporting for state and federal funds as well as coordinating the Emergency Management Performance Grant (EMPG) Program, human resources, and payroll for the Division. The EMPG Pro-

gram assists State and Local Governments and other eligible agencies such as school districts, county agencies, dispatch centers, water precincts, village districts, and critical private non-profit entities, in preparing for all-hazards. The EMPG Program focuses on planning, organization/administrative, equipment, training, and maintenance/sustainment to enhance and sustain all-hazards emergency management capabilities. The EMPG funds assist with a variety of projects, from communications, generators, local emergency operation plans and enhancements, shelters, school emergency notification, and conferences, to further an entity's emergency management preparedness posture to respond to incidents/disasters.

The **Community Outreach Office (COO)** is responsible for public messaging, division branding, and preparedness education. They manage the HSEM social media accounts on Facebook, Twitter and Instagram, the HSEM website, ReadyNH.gov, the HSEM Resource Center website and the State's School Safety Preparedness Resource Center. They also manage Ready the Prepared Puppy – HSEM's preparedness mascot. During a State Emergency Operations Center activation, the community outreach office staffs the Emergency Support Function (ESF) 15 public information desk.

The **School Safety and Preparedness Program** is tasked with increasing the safety and security of New Hampshire's schoolchildren, the State's most precious asset. The Program accomplishes this mission by providing voluntary assessments of New Hampshire's kindergarten through grade-12 schools. The assessments evaluate three physical security capabilities: surveillance, access control, and emergency alerting. These capabilities are effective in increasing physical security at schools and serve as a starting point for security measures. These capabilities are most effective when



Director Harper poses for a photo with Ready the Prepared Puppy during a mass vaccination clinic at the New Hampshire Motor Speedway in Loudon.



Emergency Management School Trainer Scott Lambertson speaks with staff members during an evaluation at East Derry Memorial School.

they are employed together as they form the three-pronged response to a school's security profile.

The Governor's School Safety Preparedness Task Force was formed in March of 2018 and tasked with identifying actionable steps that could be taken to ensure New Hampshire has the safest schools in the nation. There were 59 recommendations identified in the report. To date, 36 of the recommendations have been completed, 14 are in progress, three are being monitored and six are ongoing. The Task Force identified several areas requiring further research they will be looking at to continue to ensure the safety of New Hampshire's schools.

Preparedness and Response Section

The **Preparedness and Response Section** monitors day-to-day incidents, activities and events within New Hampshire that could require a State response and ensures that HSEM maintains a high degree of readiness.

The planning responsibilities include the development and annual update of the State Emergency Operations Plan, Recovery Annex, State Hazard Mitigation Plan, the Stakeholders Preparedness Review (SPR) and the Threat Hazard Identification and Risk Assessment (THIRA) through collaboration and coordination with state, local, federal and public and private sector entities in an all-hazards approach.

Other responsibilities include, maintaining and operating the State Emergency Operations Center (SEOC), which serves as the command and control center for the State during an emergency and supports interagency coordination and statewide executive decision-making authorities. The section manages and coordinates emergency response efforts and the response to requests for aid from local authorities. 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/increase public safety information sharing. This is accom-

plished by providing real-time situational awareness to all entities involved with an incident. WebEOC is used as a gateway to share information between the SEOC and entities at the local, state and federal levels, including critical infrastructure partners at the time of an incident/disaster.

The **Training and Exercise Group** works with State and local partners and stakeholders to provide a regional, all-hazards approach to emergency preparedness and management to provide grant- and non-grant-funded exercises and training utilizing the Homeland Security Exercise and Evaluation Program (HSEEP) doctrine to evaluate emergency plans, policies and procedures.

The section is also responsible for the Division's fleet vehicles, mobile communications, duty officer program, logistics, Emergency Management Assistance Compact (EMAC), International EMAC coordination.

EMAC offers assistance during governor-declared states of emergency or disaster through a responsive, straightforward system that allows states to send personnel, equipment, and commodities to assist with response and recovery efforts in other states or countries.

Field Services and Radiological Emergency Preparedness Program

The **Field Services Section** is responsible for outreach to 234 communities as well as state agencies. They provide technical and organizational assistance to New Hampshire communities and state agencies in preparing for, responding to, mitigating and recovering from natural, human-caused, technological disasters and emergencies. The staff provide technical assistance with updating Local Emergency Operations Plans, grant applications, all-hazard planning, drill and exercise support, and distribution of preparedness materials.

WebEOC
is the State's disaster management system utilized to manage large-scale events or disasters and to support/increase public safety information sharing.



HSEM Operations Section Chief Robert Christensen talks to staff in the Emergency Operations Center at the Incident Planning and Operations Center in Concord.

The **Radiological Emergency Preparedness (REP)** Program is established in State Statute (RSA 107:B) and is responsible for providing assistance to communities and state agencies with planning, training, and exercising for responding to a radiological event at NextEra Energy Seabrook Station Nuclear Power Plant that could result in the release of offsite radiation.

REP staff are responsible for preparing the REP annex to the State Emergency Operations Plan (SEOP). They assist the 17 communities in the Emergency Planning Zone (EPZ) with the preparation of local plans, conducting training, and assembling assessment requests from stakeholders on a yearly basis. Staff work with owners/directors of childcare centers, administrators of nursing homes/rehabilitation centers, and principals of schools and directors of other special facilities within the EPZ on an annual basis to update their REP Plans and to provide training on equipment.

The **Radiological Instrumentation, Maintenance, and Calibration (RIMC)** shop is responsible for testing, calibrating and repairing the radiological screening equipment sent to the EPZ communities. There are approximately

12,800 pieces of equipment and over 26,000 doses of Potassium Iodide (KI) in the field, to assist in response efforts when or if needed. The equip-

ment and KI is cycled out between RIMC and the communities to ensure the equipment is functioning and the KI is within expiration guidelines.

Mitigation and Recovery Section

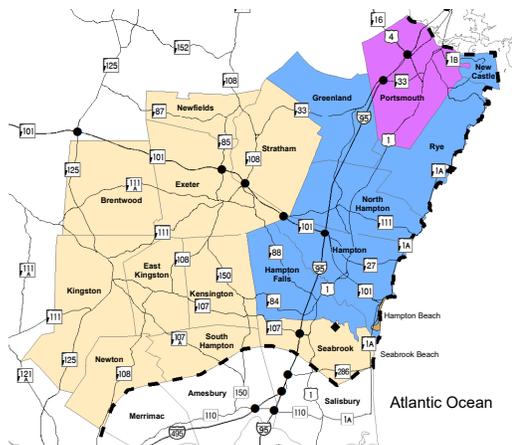
The **Public Assistance (PA) Grant Program** provides supplemental Federal assistance to states and local communities to return an area impacted by disaster to



HSEM staff member Courtney Jordan logs onto a conference phone line prior to a NH COVID response press conference at the NH Fire Academy.

its pre-disaster conditions and function. PA supports initiatives that protect against immediate threats to life, public safety and improved property, the removal of debris as a result of a disaster and the restoration – through repair or replacement – of disaster-damaged structures and facilities. Eligible applicants in New Hampshire include state agencies, local governments, and certain private non-profit

(PNP) organizations. The program provides emergency assistance to save lives and protect property, and assists with permanently restoring community infrastructure affected by a federally declared incident. The federal share of assistance awarded will be no less than 75% of the total project cost and is awarded by project. The applicant is responsible for the 25% non-federal share. PA funds are obligated by FEMA to the State of New Hampshire and the State awards the federal



HSEM field representative Elizabeth Gilboy directs traffic out of the post-vaccination waiting area during a mass vaccination clinic at the New Hampshire Motor Speedway.



share of the project to the applicant. New Hampshire currently has eight Presidential Disaster Declarations that have been granted, dating back to 2017. In fiscal year 2021 New Hampshire communities were awarded \$83,266,445.20 in public assistance grants.

The **Individual Assistance Program** can be 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. Identifying voluntary organizations active in disasters (e.g., Community Action Programs, Red Cross, Team Rubicon, church organizations and other non-profit organizations) ahead of time provides an opportunity to con-

nect them with individuals in a timely manner to assist with their needs.

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

State and local hazard mitigation plans are updated every five years and are encouraged to be reviewed annually or after each hazard event. These hazard mitigation plans are required in order to receive various types of federal funds. FEMA granted HSEM the authority in 2016 to approve hazard mitigation plans at the state level through their “Program Administration by States,” which is a provision of the Hazard Mitigation Grant Program; only five other states have this authority.

Hazard Mitigation Grant Program (HMGP) assists states and local communities in implementing long-term hazard mitigation measures following a major disaster declaration. The program’s objectives are prevent future loss of lives and property due to disasters; implement state or local hazard mitigation planning; enable mitigation measures to be implemented during immediate recovery from a disaster; and to provide funding for previously identified mitigation measures that benefit the disaster area. The New Hampshire Hazard Mitigation Administrative Plan governs how projects are selected for funding.

The **Pre-Disaster Mitigation (PDM) Program** provides funds for the implementation of projects and planning prior to a disaster event. The goal of the PDM Program is to reduce overall risk to the population and structures from future hazard events, while also reducing reliance on Federal funding in future disasters. PDM grants are funded annually by congressional appropriations



HSEM staff member Olivia Barnhart talks with a NH resident while taking calls in the 2-1-1 call center. During the pandemic, HSEM assisted in running a drastically expanded 2-1-1 call center to respond to residents’ questions and concerns about COVID and the State’s response.

and are awarded on a nationally competitive basis. Funding these plans and projects reduces overall risks to the population and structures, while also reducing reliance on funding from actual disaster declarations. PDM grants are awarded on a competitive basis and without reference to state allocations, quotas, or other formula-based allocation of funds. In Fiscal Year 2021 the hazard mitigation program awarded \$905,911.50 through HMGP, PDM and HHPD grants.

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

Hazard Mitigation Program awarded
\$905,911.50
through HMGP, PDM and HHPD grants



HSEM Preparedness and Response Section Chief Fallon Reed talks during the presentation of the updated Emergency Operations Plan for the State of New Hampshire.

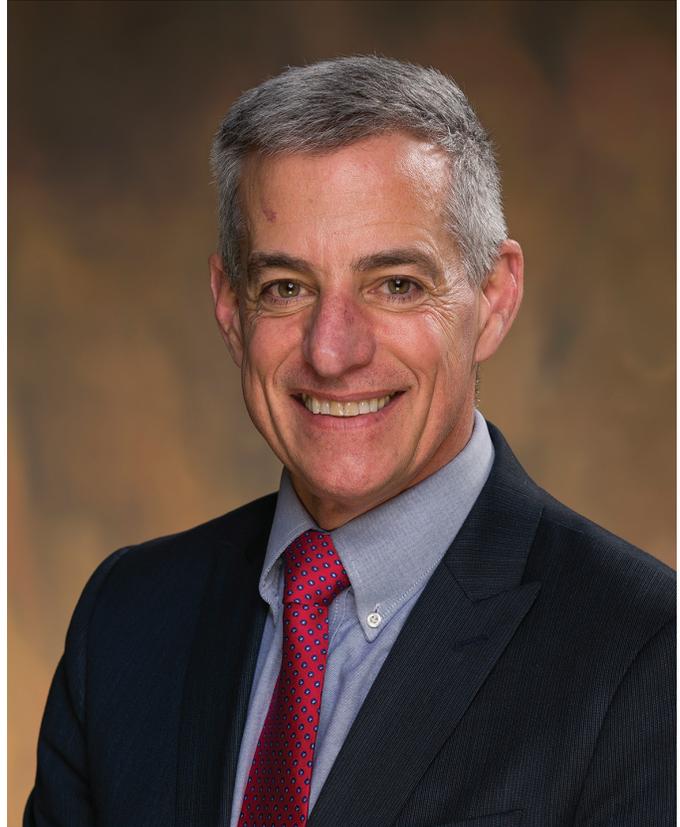
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Division of Emergency Services and Communications

In Fiscal Year 2021, the Division of Emergency Services and Communications...

- processed 470,768 E9-1-1 calls consisting of approximately 79 percent wireless, 9% VoIP, and 8% landline calls, with the remainder unclassified;
- performed 890 exigent requests for law enforcement;
- located emergency sign language interpreters for law enforcement three times;
- provided quality assurance by reviewing 5,925 medical cases and 9,895 police and fire transfers with an average score of 99%; and
- maintained an E9-1-1 telephone surcharge at 75 cents per active line, per month.



Mark E. Doyle
Director of Emergency Services and
Communications

Mission Statement

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

Division of Emergency Services and Communications

Under the leadership of Director Mark E. Doyle the Division of Emergency Services and Communications, operates New Hampshire's Enhanced 9-1-1 Emergency Number System, along with affiliated mapping, database operations, technical, and administrative roles, and the Bureaus of Radio Communications Maintenance and Interoperability. The Division provides instant access to police, fire and emergency medical assistance from any wired, cellular or VoIP telephone in the State. The New Hampshire E9-1-1 System provides a nationally-accredited, state-of-the-art emergency service response to residents and visitors to the State. At 75 cents per active line per month, New Hampshire's E9-1-1 telephone surcharge remains below the national average. In fiscal year 2016, New Hampshire began collecting this surcharge from prepaid cellphone retailers.

The Administration Section is tasked with budget and financial transaction oversight, multi-facility and vehicle fleet maintenance, outreach and education, workforce development, projects and planning, general support of the Division's sections (i.e., PSAP, IT, Database Operations, Mapping/ GIS, Special Projects, Interoperability, and Radio Communications Maintenance), as well as legislative interaction. Activities include ordering, payment processing, inventory control, expenditure tracking, Governor and Council contract preparation, and various human resource functions.

The Section has done a great deal of process improvements over the past fiscal year in part due to the COVID-19 pandemic with the Section staff teleworking. The procurement and accounts payable documentation

majority of invoices the Section receives now are delivered through e-mail which in turn allows for faster processing and payment. For fiscal year 2021, the Administration Section processed a total of 560 invoices; 100 requisitions; 126 credit card transitions using the States' purchasing card (P-Card); and 88 field purchase orders through the Department of Safety Warehouse.

Outreach and education includes graphics support for many division and department initiatives; media rela-



NH Emergency Dispatchers Association presented the Division with their '2020 Essential First Response Award'.

tions; Supplemental Automatic Location Information (ALI) database maintenance; conducting facility tours; outreach presentations to schools, civic groups, and public safety agencies; and a host of other communication projects. The Section has continued to enhance the social media footprint of the Agency on the various social media platforms by posting more frequently, commenting on other public safety agencies accounts, continuing to provide public safety information to social media followers as well as our local partners.

The COVID pandemic drastically affected DESC public outreach. Due to the ongoing uncertainty and inability to participate in in-person outreach, alternative efforts were made to continually provide 9-1-1 news and safety information via social media and the DESC website. A summary of our Public outreach efforts follows:

- DESC participated in a handful of online presentations, but the vast majority of public outreach was via social media (Facebook, Twitter and website). DESC created two reoccurring series titled "Closer Look" and "Fun Fact Friday."
- DESC hosted two Facebook Live events. In September 2020 – EMD of the Year announcement and in January 2021 – 9-1-1 Telecommunicator graduation.
- Produced and presented 19 videos and slide-shows online.



9-1-1 Telecommunicator new hire training class.

process has converted over to a digital filing system, which has reduced our paper and printer ink consumption. This new process has also allowed us to free up physical storage space within the office area. The vast

The Division's Radio Communications team at the NHMS Vaccine Supersite. The team was responsible for event communication.



- Organized media stories – “Increase in 9-1-1 Suicide Calls” during the pandemic and “Granite Staters will require 603 area code for all local calls.”

The maintenance staff oversees fleet and facility maintenance needs, including mechanical, safety, cleanliness, and aesthetics of the Concord and Laconia facilities, as well as sites such as the IPOC garage, which houses the Division's deployable assets such as the Incident Command vehicle and trailer, as well as DESC remote sites where communication apparatus are located.

The **Operations Section** has two call centers, known as Public Safety Answering Points (PSAPs), located 26 miles apart and offering redundant systems with robust reliability. These PSAPs are distant enough from one

470,768
9-1-1 calls processed
380 9-1-1 texts processed

another to ensure survivability of one location and the ability to maintain 9-1-1 service in all but the most catastrophic situations. Should one facility become inoperable, all calls will be

answered at the secondary facility.

The two PSAPs processed 470,768 9-1-1 calls in fiscal year 2021 consisting of approximately 79% wireless, 9% VoIP, and 8% landline calls. “Text to 9-1-1” service was implemented in January 2015 and was utilized 380 times in fiscal year 2021.

The Operations Section performs a large and growing number of complex functions and support services to assist both callers and public safety agencies throughout the State. In fiscal year 2021, Operations performed 890 exigent requests. Exigent circumstance subscriber requests occur when location and subscriber information are requested from a phone provider in a situation where

890 exigent requests

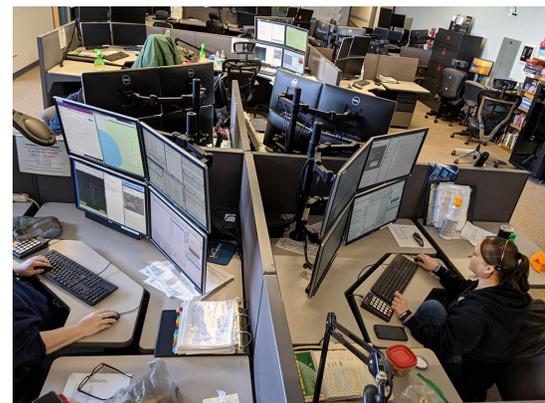
immediate danger of death or serious bodily injury to any person exists. The PSAP supervisor enters the caller's phone number into an online database known as the Enhanced Law Enforcement Platform (ELEP). ELEP provides the name of the service provider, who is then contacted for subscriber information.

In the case of cellular phones, supervisors also request location information of the handset and last use. Pre-paid cellular phones pose particular challenges. Often, subscriber information may be fictitious or missing.

2,335 foreign language interpreter requests
39 different languages

Among the provided services, Operations also locates emergency sign language interpreters for law enforcement, courts, hospitals, etc. Operations performed this service three times in fiscal year 2021. The Division serves as the contact point for emergency services requiring a foreign language interpreter. In order to facilitate those requests, the Division utilizes Language Line Services. This process was completed 2,335 times in fiscal year 2021 requesting 39 different languages. Spanish was requested the most at 1,505 times; Swahili was the next closest with 166; followed by 83 requests for Mandarin.

The statewide Emergency Notification System (ENS) was introduced in fiscal year 2012 to both PSAPs and the State. Designated town officials and E9-1-1 supervisors are able to generate a recorded telephone message, e-mail and/or text



Laconia 9-1-1 call center.

to a user-defined geographic area at the request of pre-authorized government officials in emergency situations. This system automatically calls and plays a

customized message for land-line telephones and cellular phones that have subscribed to the service. In fiscal year 2021, the system was deployed six times by PSAP Staff on behalf of a community.

52.7 seconds average transfer times for police and fire calls
126 seconds average transfer times for medical calls

Additionally, PSAP call records are maintained by the Division for a period of six months and may be requested by law enforcement agencies for investigative purposes as described in RSA 106:H. Once the appropriate paperwork had been filed, the audio recording is prepared and delivered to the requesting official through a secure cloud-based environment. In fiscal year 2021, the Division processed 1,391 requests for PSAP call records.

The Quality Assurance Team reviewed 5,925 medical calls in fiscal year 2021. The supervisors reviewed 9,895 police and fire transfers with an average score of 98.9%. Transfer times for police and fire calls averaged 52.7 seconds, while transfer times for Medical calls averaged 126 seconds. Over 99% of all of our 9-1-1 calls are answered within 10 seconds, exceeding the standards set by the National Emergency Number Association (NENA).

Over **99%** of all 9-1-1 calls are answered within **10** seconds

The Technical Support Section's primary function is to maintain and support the Next Generation 9-1-1 call centers along with a 65-site Carrier over Ethernet (CoE) WAN, which connects to all of New Hampshire's 24/7 dispatch agencies. In addition, the Technical Support Section is responsible for support of the administrative LANs, all end user computing devices, coordination with all vendors, and coordination with the Department of Information Technology, support of building access systems, support for the statewide Emergency Notification System and coordination with municipalities regarding pertinent Next Generation 9-1-1 systems.

The Division awarded two new contracts for NG9-1-1 services, one for all new Call Premise Equipment to handle the calls and a second for the NG9-1-1 Ingress Network to deliver calls from the various telecommunications companies to the Division's facilities. These contracts were awarded to AK Associates and INdigital respectively and are anticipated to go live in fiscal year 2022.

The Data Operations Support Section is comprised of three different units dedicated primarily to the maintenance of the E9-1-1 Telephone Automatic Location Information (ALI) Database and the E9-1-1 Geo-

graphic Information System (GIS) database. These two databases are mission critical to the operation of E9-1-1, especially in locating cellular calls and are essential for the migration to Next Generation 9-1-1 (NG9-1-1). They also manage the statewide Emergency Notification System, which is accessed by a number of municipal agencies throughout the state, allowing them to disseminate emergency messages to their communities. These units, Mapping and Database and Community Relations, have separate, dedicated tasks but most workflows require daily interactions between the units.

GIS database contains more than **698,000** locations / address

The E9-1-1 GIS database currently contains more than 698,000 locations of addressable attributes such as houses, businesses, hospitals, police stations, fire stations, campgrounds, etc. In fiscal year 2021, the Data Operations Support Section increased the number of fully collected cities, towns and unincorporated areas to 176. This data now includes highly detailed information for all multi-tenant structures in the State. NG9-1-1 standards dictate that there is one GIS site feature for each address and that it has a sub-address component that includes designations such as unit, apartment or suite.

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



Emergency Medical Dispatch Case Reviewer, Derick Aumann.

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

Maintenance of the ALI Database requires processing and quality-checking service order activity from 12 local telecommunications providers and six PS-ALI accounts in New Hampshire. In fiscal year 2021, the Database Unit processed more than 2,500 service order files for a total of more than 220,000 individual transactions.

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

In fiscal 2021, the Emergency Notification System accounts have increased to 65 communities. This solution allows for unlimited calls, texts and emails as well as an unlimited number of sub-organizations and users to the system. There are also unlimited online training opportunities for the state and municipal users.

The School Statewide Telephony Emergency Preparedness (S.T.E.P.) mapping project just completed round one of telephone audits at every public school building in the State. Data Operations personnel visited schools

Operations has completed round two of this process where reports were updated with any changes or improvements that were made and a copy of each report was sent to the individual principals of each school.

The Special Projects & NH Visual Information and



Paul Amante is announced as the Division's Assistant Director.

65 ENS communities

Emergency Watch/Web (VIEWWW) Section collects geographic data throughout the State to support the delivery of emergency services at the regional and local levels. The Unit maintains and updates electronic mapping data layers that are integrated in the location identification software utilized in the Concord and Laconia PSAPs. This data is used by the telecommunications to accurately locate wireless E9-1-1 calls for processing to the local public safety dispatch centers. The Section maintains an inventory of comprehensive maps and data for the PSAPs and local dispatch centers that include highway reference maps, high-incident areas such as Lake Winnepesaukee, and popular recreation areas in the White Mountain National Forest, and other recreation areas.

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

Each year the Section revises special event map products and data sets for events such as NASCAR races, Motorcycle Week, and other events that draw large crowds. In fiscal year 2021, the Section maintained and



Director Mark Doyle announced the promotion of Brandon McGorry into the position of Administration Manager.

throughout the State and made several test calls from each building. Reports were generated classifying each call as "Passed," "Deficient" or a "Critical Failure" along with short-term and long-term recommendations. Data

expanded this service as needed to other public gathering event areas throughout the State.

The Section continues its work with the New Hampshire Trails Bureau to maintain accurate snowmobile trails, which are now part of an annual update process in the northern half of the state. Our cooperative work beginning in fiscal year 2021 has brought us into Hillsborough County. There are now more than 5,900 miles of Snowmobile and OHRV trails, over 3,100 miles of hiking trails, 528 medical landing zones and more than 1,600 addressed trail junctions in the emergency response data system.

The use of all-terrain vehicles (ATVs) has been steadily increasing over recent years. The Section continues to work with stakeholders to utilize existing snowmobile mapping standards and trail names to ensure that a trail used in the winter for snowmobiling has the same name as an ATV trail in the summer to reduce confusion

among first responders. There are almost 700 miles of OHRV trail and 400 addressed trail junctions in our public safety re-



Director Mark Doyle is reappointed for a second term.

sponse data.

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

The Section continues to assist divisions within the Department of Safety (DOS), including HSEM, with digital and paper displays of response-relevant data during State Emergency Operation Center (SEOC) activations or smaller, more time sensitive issues or incidents throughout the State. The Section also provides a geographical situational awareness function during those activations in addition to a sustained mapping effort. In

Emergency Response Data System

5,900 miles of OHRV trails
3,100 miles of hiking trails
528 medical landing zones

continued cooperation with HSEM, fiscal year 2021 maintained the embedded support of GIS in the New Hampshire Information and Analysis Center (NHIAC) where the ongoing efforts of the DESC are leveraged to support day-to-day public safety operations and subsequent issues, as well as geographically-based analytical products for all public safety

stakeholders.

The Section continues to develop and support New Hampshire Visual Information and Emergency Watch Web (NHVIEWW), a system of web-based interactive mapping interfaces and map services.

In fiscal year 2021 the unit leveraged its automated geoprocessing capabilities to provide new data models for supporting the daily updates of the E9-1-1 map data and geocoders hosted on the NHVIEWW ArcGIS Enterprise Portal Servers. The Section also introduced and maintains a new automated geoprocessing model for the packaging of our E9-1-1 production map data into a format for use in the new State Police CAD system.

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

The Bureau of Interoperability, managed by the State-wide Interoperability Coordinator (SWIC) is responsible for overseeing the development of interoperability training for first responders; plans and notifications from FEMA; coordination of Federal, State and Local communication needs; and coordination and support of exercises between HSEM and first responder agencies at the state, federal, county and local levels. The SWIC oversees the Communications Unit (COMU) consist-



9-1-1 Telecommunicators Phyllis Mazzaglia and Cheryl Dubord answer emergency calls in the Laconia call center.

ing of statewide personnel of Communications Leaders (COMLs), Communications Technicians (COMTs) and Information Technology Service Unit Leader (ITSLs). The SWIC also acts as the State Point of Contact (SPOC) for FirstNet, the national public safety broadband network designed for first responders and implemented by AT&T.

The SWIC oversees the Statewide Executive Interoperability Committee (SIEC) which is charged with policy development, frequency coordination and oversight of the roll-out of FirstNet in New Hampshire. The SIEC meets quarterly, as does the SIEC's Executive Management Group, along with AT&T's Radio Access



DOS Assistant Commissioner Eddie Edwards visited the Concord call center to see how calls are processed.

tenance, and servicing of the New Hampshire State Police radio system, statewide microwave backhaul system, and associated support facilities. The Section supports two-way radio voice and data communications infrastructure equipment owned or operated by all Divisions within the New Hampshire Department of Safety as well as other state and local public safety partners. Managed facilities include multiple communications dispatch centers, remote mountaintop communications sites, and mobile communications platforms. Unit personnel also provide installation, maintenance, and repair services for multiple generation two-



Wakefield resident, Al Gray (far right) is celebrated. Mr. Gray suffered a cardiac arrest. 9-1-1 Telecommunicator Kevin Chaff (red shirt) provided life-saving CPR instructions.

Network (RAN) Engineers having oversight of the FirstNet infrastructure build plan for New Hampshire. The working groups and subcommittees of the SIEC – Operations, Radio Frequency Communications and Data Communications working groups as well as the COMU Subcommittee meet monthly.

Information technology and innovation have become the priority for the Bureau. The Bureau regularly works with the US Department of Homeland Security Cybersecurity & Infrastructure Security Agency (CISA) to conduct yearly emergency communications Technical Assistance (TA) trainings with personnel throughout the state. Bureau members are also engaged with the NH Department of Safety Grants Management Office, currently involved in the coordination of re-programming several thousand radios for first responders throughout the state.

Consistent with this agenda has been the proliferation statewide of the Mutualink Network that has brought interoperable communications not only to the Public Safety community, but to critical assets throughout the state that are often consulted for their expertise and knowledge.

Radio Communications Maintenance's primary function is the engineering, installation, preventive main-

way mobile and portable radios, vehicle emergency lights and sirens, in-vehicle video recording systems, and automated vehicle location devices. Section personnel completed the P25 Communications Upgrade Project. The purpose of the P25 Upgrade Project was to replace all State Police dispatch center hardware along with base radio transmitters located on mountaintops throughout the state and is nearing completion. Section personnel performed 903 logged services of vehicles, mobile radios, portable radios, and other work in the garage for fiscal year 2021.



9-1-1 Telecommunicator Bronwen Smith is awarded the 2020 Telecommunicator of the Year.

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Division of Fire Standards and Training & Emergency Medical Services

In Fiscal Year 2021, the Division of Fire Standards & Training and Emergency Medical Services...

- Received a Federal Assistance to Firefighters Grant, making it possible to purchase training equipment and materials for firefighters and EMTs; replacement of a fire engine, forcible entry training simulators, and certification testing software to grade certification examinations
- Continued assisting communities implement overdose follow-up visits as part of our Substance Abuse and Mental Health Services Administration (SAMHSA) grant;
- Enrolled 15,536 students in various courses;
- Issued 1,747 certifications; and
- Licensed 5,517 EMS providers, 297 services, and 466 ambulances.



Justin Cutting
Director of Fire Standards & Training and
Emergency Medical Services

Mission Statement

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

Division of Fire Standards and Training & Emergency Medical Services

The Division of Fire Standards and Training & Emergency Medical Services is focused on ensuring accessible, high quality and cutting edge training to more than 10,000 first responders consisting of municipal, nonprofit, volunteer, and on-call fire and Emergency Medical Service (EMS) responders statewide. The Division continually researches best practices and ways to improve the comprehensive statewide EMS system thus ensuring the highest quality of out-of-hospital emergency medical care for everyone within the State.

This process of continual review and improvement ultimately lowers costs and saves lives.

Since June 2021, Director Justin Cutting has led the Division. The Division is comprised of three major functional areas, including the Bureau of Firefighter Training, the Bureau of Certification and Support and the Bureau of Emergency Medical Services. These areas are linked together by their service to the State, keeping New Hampshire's residents, visitors and emergency providers safe.

The Division has two main training facilities with the main campus in Concord

and a satellite campus in Bethlehem. The Concord facility is comprised of an Administration Building with classrooms and office space, a fire station that houses fire apparatus and equipment, training grounds that have multiple burn buildings and training simulators, and a dormitory building with classrooms. The North Country Raymond S. Burton Fire and EMS Training Facility in Bethlehem has a burn building, a 50-seat classroom, a smaller classroom, a room for practical evolutions, and a small office. The facility continues to serve the departments in the North Country as well as other New Hampshire agencies including the Fire Marshal's Of-

fice, Homeland Security and Emergency Management, Federation of Forest Fire Wardens, and the Federation of Mutual Aid Districts.

The Division's budget for fiscal year 2021 was \$7,795,280. The Division is funded through a fee charged to insurance companies for motor vehicle records. Additionally, the fee provides all of the funding for the Division and the Fire Marshal's Office. Over the course of the biennium the Division also accepted donations of salvage motor vehicles for vehicle extrication training, and four tourniquets for use by EMS in Warm Zone Training.

The Division oversees all New Hampshire firefighting, hazardous materials, aircraft rescue firefighting, technical rescue certifications, and many first responder training programs, both on-site and in the field. In addition, the Division oversees support services required to fulfill our mission, including clerical services, facility upgrades, general maintenance, and maintenance of a transcript database. Certain Division staff are assigned geographical areas where they coordinate and oversee training programs, consult with departments, mutual aid organizations and other officials to ensure stakeholder needs are met. Staff members also coordinate and manage course curriculum, certification and accreditation and instructor development.

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

Firefighter Entry Level Testing: This testing is con-



Recruits move fire hose in the drill yard at the New Hampshire Fire Academy and EMS facility in Concord.



Students work with tools, including a rotary saw, at the New Hampshire Fire Academy and EMS facility in Concord.



Students perform a salvage and overhaul drill in a building on campus at the New Hampshire Fire Academy and EMS facility in Concord.

ducted by the Division and the results are used by fire departments throughout the State when hiring full-time career firefighting personnel. All candidates must pass the nationally recognized Candidate Physical Ability Test (CPAT) prior to employment. In response to customer requests, this year we have increased the availability of testing from three to four test dates which are held in April, May, June, and September.

In 2021, there were 238 CPAT tests administered over four events. Registrations for the CPAT process were consistent with last year but remain below previous levels. Of the 238 tests completed, there were 157 successful results. This is a pass rate of 65.9% and is lower than the state average of 69%. Once a candidate has passed the physical agility test, the candidates contact information is placed on a statewide eligibility list. This list is distributed to all participating fire departments in New Hampshire. The October 2021 Statewide eligibility list consisted of 415 names. In 2021, CPAT candidates paid a registration fee of \$275, which funds the testing.

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

Grants are available for: (1) operations and safety, including firefighter training, firefighter equipment, firefighter personal protective equipment (PPE), firefighter wellness and fitness and modifications to fire stations and facilities; (2) new vehicles and custom or stock AFG Program vehicles; and (3) large-scale projects on behalf of regional entities and other AFG eligible partners.

Last year, the AFG was used to replace one of the Division's fire engines, for forcible entry training simulators, and for funding outdated certification testing software for a total of \$434,347.

The Division continued to work with our Federal Aviation Administration liaison, the Aeronautical Division of the Department of Transportation, to obtain federal funding for repairs to our Aircraft Crash Rescue Facility and props and to replace the Aircraft Crash Rescue Truck. Our Aircraft Crash Rescue Facility is one of only two in the Northeast and is crucial to the training needs of many airports and municipalities.

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



Visiting firefighters work with one of the props at the academy's Aircraft Rescue Fire Fighting (ARFF) facility in Concord.

The Division offers certification courses in instruction, fire investigation, fire inspections, fire officer and the incident command system. The Division continues to partner with the National Fire Academy to bring leadership training and other educational offerings to New Hampshire. The Division also maintains an e-Learning Unit that assesses programs of teaching and learning for opportunities for on-line delivery and then designs, develops and implements them.

The Division continues to offer the International Associ-

ation of Fire Fighters (IAFF) Fire Ground Survival Program. This life-saving course is offered to our State's firefighters. Additionally, current Hazardous Materials team members were offered a much-needed refresher program with the homeland security funding. Other Hazmat programs such as operations, decontamination, and initial technician programs were scheduled to help fill some of the training gaps identified.

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

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

In 2018, the Division participated in a systematic assessment of the New Hampshire EMS System. This consultation was conducted by the National Highway Traffic Safety Administration's Technical Assistance Team. The Reassessment of Emergency Medical Services Report generated opportunities for further EMS system development and enhancements. This report has been used since 2018 as a mechanism to evolve the system.

The Trauma and EMS Information System (TEMSIS): 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 unit in New Hampshire. The information entered in the system is available to the EMS units, hospitals,



An instructor removes a stretcher from the academy's training ambulance at the NH Fire Academy and EMS facility in Concord.

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 5,392 EMS providers who entered more than 215,000 EMS incident records. Currently, there are over 2 million records logged in the system.

The New Hampshire Trauma System: This system is managed by the Division in collaboration with system leadership from the Trauma Medical Review Committee (TMRC). Hospitals, ambulance services, and first responder groups throughout the State work alongside

the system's leadership to meet and exceed standards set forth for trauma care.

In 2016, the State participated in a voluntary assessment of our capabilities by the American College of Surgeons. From this assessment, recommendations were given to the TMRC, and the TMRC has started to implement some of the recommendations, such as developing education for emergency medical service providers about the New Hampshire trauma center levels and how to use this information to triage patients or decide which hospital is most appropriate. Additionally, it was recommended that FSTEMS devote additional trauma resources at the Division, including a trauma systems man-



Under the watchful eye of an instructor, students practice extinguishing a propane tank fire in the drillyard at the NH Fire Academy and EMS facility in Concord.

ager position and in 2020 the Division hired a full-time Trauma Program Coordinator.

There are 11 hospitals with current trauma level designations. This includes one Level I designation (the most advanced), three Level II designations, six Level III designations, and one Level IV designation. In addition there are three hospitals with pending designations. The committee works with many other hospitals in various stages of the process and has committed to reengaging all New Hampshire hospitals for formal participation in the New Hampshire trauma system.

The New Hampshire Patient Care Protocols: These protocols provide all EMS providers with medical direction, and are developed and drafted by the Protocol Committee of the New Hampshire Emergency Medical Services Medical Control Board in collaboration with the Division. While mid-cycle changes can occur, they are formally reviewed, edited, and released every two years. The latest edition was released in 2020 with an expected update to occur in early 2022.

The Automated External Defibrillation (AED) Project: This project continues to show success and has significantly increased AED numbers and training in the State. AED devices are known to significantly improve the chance of survival in a patient experiencing a cardiac arrest. In July 2002, the New Hampshire Legislature passed Automated External 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 created to record the fixed locations of AEDs in New Hampshire. This registry is a collaborative effort between an AED purchaser and the Division. The AED Registry assists in contacting AED owners in the event of device recalls and providing updated AED-related information.

The New Hampshire Bureau of Purchase and Property, Department of Administrative Services, has established a statewide contract to provide reduced pricing on AED equipment. This AED direct purchase opportunity is available to any New Hampshire organization. There are currently nearly 5,000 AEDs registered throughout the State.

The Division also teamed up with the New Hampshire Affiliate of the American Heart Association and the Department of Health and Human Services, Division of Public Health Services to develop a “HeartSafe Communities” designation program for local communities. The intent is to promote public CPR and recognize the availability of accessible AEDs statewide. To date, there are over 40 HeartSafe Communities in the State.

New and Ongoing Division Emergency Medical Service Initiatives:

New Hampshire Emergency Services Reporting System (NHESR): The Division and the State Fire Marshal’s Office collaboratively released NHESR in 2021, which is an extension of the TEMSIS system. NHESR is a free statewide NFIRS reporting system available to all NH Fire Departments to use for NFIRS reporting.

RespondNH: In 2021, the Division launched the RespondNH system which has been in development for years. RespondNH integrates four separate databases that are used by the Division. This includes course and program enrollment, transcript management as well as all aspects of licensing EMS units, vehicles and providers. The functionality of the system allows for departments and individual user level access and management that previously was only available through the Division. Increased functionality of this system combined with staff only having to work within one program allows for increased productivity in processing enrollments and licensing as well as the reduction of delays experienced when using outdated programs.



An instructor hangs a bag of IV fluid while working in the academy’s training ambulance at the New Hampshire Fire Academy and EMS facility in Concord.



A student practices using a bag valve mask during EMS training at the New Hampshire Fire Academy and EMS facility in Concord.

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Division of Fire Safety, Office of the State Fire Marshal

In Fiscal Year 2021, the Division of Fire Safety, Office of the State Fire Marshal...

- conducted 740 fire and life safety inspections;
- responded to 312,367 calls and 6158 fires statewide;
- conducted 2,034 inspections of amusement park rides and tramways;
- investigated 105 reports involving amusement park rides and tramways;
- issued a total of 1,463 modular housing labels, thereby ensuring that modular building components are constructed in accordance with State of New Hampshire Building and Fire Codes.



Sean P. Toomey
Fire Marshal and Director of Fire Safety

Mission Statement

Saving lives and property through
education, engineering and
enforcement.

Division of Fire Safety, Office of the State Fire Marshal

NH State Fire Marshal's Office is responsible for protecting the public and working with the State's fire service through coordinated efforts in code enforcement, public education, hazardous materials, and fire incident investigation. These efforts reduce the loss of life and property due to fire, building collapse, explosive incidents, and other emergencies in the State of New Hampshire. The Division is divided into three bureaus: the Bureau of Investigations (BOI), the Bureau of Building Safety and Construction (BSC), and the Bureau of Planning and Support Services (PASS). The Division of Fire Safety is led by State Fire Marshal/Director Sean P. Toomey. The Director's current term of office runs through March 31, 2024.

The Bureau of Investigations is responsible for investigating all fires, building collapses, and non-automobile

Two district chiefs supervise seven investigators and some supporting part-time personnel, who are each responsible for a region of the state. These fire investigators are sworn law enforcement officers who specialize in fire origin and cause investigation, as well as criminal investigations involving arson and other crimes. They also lead investigations into fatal fire deaths, building collapses, explosions, and carbon monoxide related incidents.

During the biennium there were numerous arrests and successful convictions in both Circuit and Superior courts in connection to incendiary fire investigations, related crimes and violations of the fire and life safety codes.

Professional development, continuing education, and training remain important and required initiatives for investigators. Investigators frequently attend both fire service and law enforcement training on a wide variety of topics provided in cooperation with the National Fire Academy, the International Association of Arson Investigators (IAAI), St. Anselm's College – Arson Seminar, Bureau of Alcohol, Tobacco, Firearms and Explosives, as well as training provided by the New Hampshire Police Standards and Training Council and the New Hampshire Fire Academy.

Ignitable Liquid Detection Canines. The Bureau of Investigations maintains two ignitable liquid detection canine teams. K9 Anthem, a yellow Labrador retriever, and handler District Chief Adam Fanjoy have been in service as a certified team since April 2018. K9 Reeves, a yellow Labrador retriever, and handler Investigator Solomon Rosman have been in service as a certified team since April 2019. Both canine handler teams were certified through the Maine Criminal Justice Academy and are re-certified annually. These canines work on a food reward system, which means the canines train at



At a quadruple fatal fire incident in Manchester, agencies are processing the area of origin. Pictured: Fire Investigators Shana Clark (NHFMO), John Reese (Manchester Fire Department), and Kevin Connolly (Bureau of Alcohol, Tobacco and Firearms - ATF)

Photo courtesy of www.manchesterinformation.com

carbon monoxide releases that cause serious injury or death. In addition, the State Fire Marshal's Office is required to assist any fire chief upon request and provides assistance to state and local law enforcement agencies, the Attorney General's Office, County Attorney Offices, and local government boards.

The Bureau of Investigations is comprised of two supervisory districts (i.e., North and South), which contain seven individual geographic regions across the state.



K-9 team Anthem and District Chief Fanjoy perform a training



Investigator Solomon Rosman and Ignitable Detection Canine Reeves are working at a fire at Polly Ann Park in Dover. Photo courtesy of Jeffery Hastings

different hours of the day and night, 365 days a year. During fiscal year 2020, the canine teams were deployed on 32 department cases and went to numerous other incidents and fire scenes to assist other agencies with both investigations and training. Both teams were very active with public demonstrations for schools and professional organizations, conducting 40 demonstrations throughout the state. During fiscal year 2021, the canine teams were deployed on 42 department cases and went to numerous other incidents.

The Bureau of Planning and Support Services is responsible for hazardous materials response and coordination, fireworks safety and licensing, education outreach, community risk reduction and data analysis.

The Hazardous Materials Unit provides guidance and technical support to the Regional Hazardous Materials Teams and local communities throughout the state. The Hazmat Unit also assists communities with the development of hazardous materials emergency action plans, as well providing information on the transportation, manufacturing, usage, storage and disposal of hazardous materials. The unit, is responsible for the collection and dissemination of information in the Federal EPA Tier II reporting system. This information is a collection of the reportable quantities of hazardous materials in all the local communities.

Canine teams were deployed to **74** cases

This information is also shared with Local and Regional Emergency Planning Committees to assist with emergency planning and response. The unit also assists local inspectors with the interpretation of the fire code, specifically involving hazardous materials. The unit works closely with the fire investigators providing technical assistance on cases involving hazardous materials and also maintains up to date technology in gas metering and hazardous material detection for the investigation staff. The unit also administers the Respiratory Protection Program, which involves ensuring that all personnel that may be exposed to respiratory hazards are properly fitted and trained in respiratory protective equipment. The unit works closely with other state and federal agencies for incident response, more specifically the NH National Guard 12th Civil Support Team (CST) and the Drug Enforcement Agency (DEA). The CST provides state of the art technology and highly trained members to manage events involving chemical, biological, radiological, nuclear and explosive materials.

The unit also works with other state agencies on coordinating hazardous materials response planning, activity drills and response training.

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

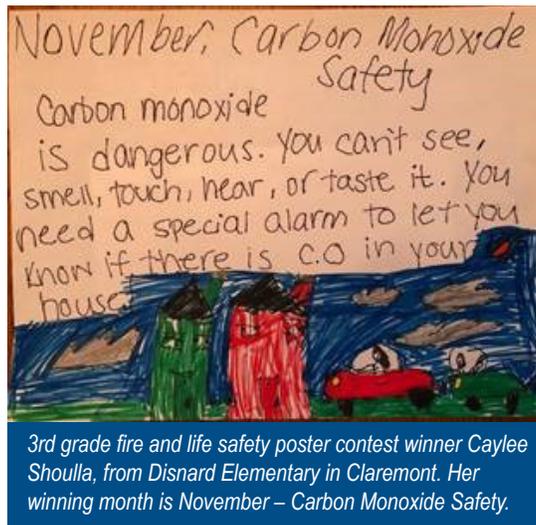
flame or special effects before an audience, including television and movie sets. The unit continually works in cooperation with a number of federal, state and local agencies when conducting enforcement activities, including the U.S. Consumer Product Safety Commission, U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives, Federal Aviation Administration, New Hampshire State Police, and many local fire



The NH State Fire Marshal's Office Hazardous Materials Coordinator responds to a tanker truck rollover on Interstate 93.

and police agencies. The unit also works with organizations like the National Fire Protection Association on developing codes and standards for the safe use, handling, storage, transportation, and manufacture and sale of fireworks. The unit continues to be an active participant in a working group of state fire marshals from around New England, the State of New York, and the New York City Fire Department Explosives Unit. The purpose of the group is to discuss fireworks incidents, enforcement activities, share information, and to discuss code and rule requirements on a national, regional, and state level.

Education Outreach. The purpose of the NH State Fire Marshal's Office Education Outreach section is to provide fire and life safety education that helps to



3rd grade fire and life safety poster contest winner Caylee Shoulla, from Disnard Elementary in Claremont. Her winning month is November – Carbon Monoxide Safety.

The public education outreach section manages a variety of public fire and life safety education programs for the Division and provides resources and support to local fire departments, educators, public health professionals, elder service providers and other service organizations interested in fire and life safety education.

Although in-person educational events were limited during a portion of the biennium, fire safety messages were kept in the forefront by leveraging a mixed media approach that included local news media.

Community Risk Reduction. In December 2019, we added a Community Risk Reduction (CRR) Coordinator position to the office. CRR is a process for achieving better information through data and process analysis and using that information to enhance safety, target resources appropriately, and prioritize efforts. This position partners with the fire service and community organizations to enhance our relationship with those we serve across the state, and to promote a statewide coordinated fire prevention effort.

The Data Analysis Unit is responsible for operating the New Hampshire Fire Incident Reporting System (NHFIRS), an integral part of the National Fire Incident Reporting System operated by the U.S. Fire Administration. The NHFIRS system collects incident data from fire departments across the State, which provides details on the types of incidents to which fire departments respond. It also helps the Division to look at what



District Chief Adam Fanjoy and Ignitable Liquid Detection K-9 Anthem, with the NH State Fire Marshal's Office Bureau of Investigations (BOI), visit with elementary school students to talk about fire safety.

reduce deaths, injuries, and property loss. Educators work to increase knowledge and establish fire safe behavior among people of all ages and abilities. The two key messaging areas during the biennium included home escape planning and having working smoke and carbon monoxide alarms.



types of fires are occurring in New Hampshire. In fiscal year 2020, New Hampshire fire departments responded to 166,098 calls for service. 3,845 fires occurred in New Hampshire during this same period, causing

\$28,751,417 in total fire damage with 38 civilian and 50 firefighter fire-related injuries. In fiscal year 2021, New Hampshire fire departments responded to 146,269 calls for service. 2,313 fires occurred in New Hampshire during this same period, causing \$25,100,236 in total fire damage with 47 civilian and 20 firefighter fire-related injuries.

The Bureau of Building Safety and Construction

is organized into four sections: Mechanical Safety, Inspectional Services, Modular Housing, and Tramway and Amusement Ride Safety.

The Mechanical Safety Section responds to consumer complaints and perform licensing and compliance inspections. This section processes plumbing and gas fitting applications and renewals and works diligently on licensing compliance, providing municipal assistance to building code and fire officials, working with the Department of Health and Human Services (DHHS) and the Department of Environmental Services (DES) on drinking water and food safety, and working with state businesses in the propane industry to ensure proper odorant levels are present for the consumer. Mechanical Safety has been working closely with industry professionals and their board members to increase safety and awareness to prevent carbon monoxide related incidents through mechanical venting. This Section also continues to support the Bureau of Investigations with incidents involving propane explosions and carbon monoxide death investigations as subject matter experts.

The Modular Housing Program ensures that modular

1,463 modular housing labels issued

building components are constructed in accordance with the State of New Hampshire Building and Fire Codes through a system of approved third party inspection agencies and a certification process. This provides local enforcement agencies with assurances that all concealed construction complies with applicable codes. In fiscal year 2020, the program issued 640 labels, and in fiscal year 2021,



State Building Inspector, Ryan Brautovich, with the Fire Marshal's Office – Bureau of Building Safety and Construction (BSC), performs a final inspection on a commercial generator to ensure proper code compliance.

college projects. Building permits are also issued upon municipal requests for communities that lack a code enforcement mechanism for projects other than one- and

630 building permits issued

two-family homes. In fiscal year 2020, there were 329 building permits issued. In fiscal year 2021, there were 301 building permits issued. This section processes variance requests for the State Fire Marshal. This section works closely with multiple stakeholders as part of the Governors School Safety Task Force in making recommendations on how to keep students safe in school considering an all hazardous approach.

The Tramway and Amusement Ride Safety Section is responsible for overseeing the safety of the state's ski industry re-

the program issued 823 labels.

The Inspectional Services Section has the responsibility of administering the state building permit program, reviewing plans for public school projects and all health care facilities that are licensed by the Department of Health and Human Services. Building permits are issued through this section for all state owned property, the university system and community



Sparky helps the McAuliffe-Shepard Discovery Center celebrate the 60th anniversary of Alan Shepard's launch into space.

sources. The section is also charged to ensure compliance with safety regulations for the carnival and amusement ride operators in New Hampshire as established by RSA 321-A. One of the primary functions of this section is to oversee the design, review, registration, inspection and compliance with the laws, rules and safe operating procedures for all mechanical ski lifts, tramways,

portable and fixed tows. Tramway and Amusement Ride Safety also oversees the registration, inspection and compliance with the laws, rules and safe operating procedures for any mechanical amusement rides rope challenge course, canopy tours and devices while staying current with the ever changing forms of amusement rides the industry puts forward.



Adelaide Meehan, of Henniker, is recognized with the Fire Marshal's Award of Excellence in Fire & Life Safety. She quickly called 9-1-1 to alert her family of a fire in the middle of the night. They all escaped.

