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State of New Hampshire

DEPARTMENT OF SAFETY
JAMES H. HAYES BLDG. 33 HAZEN DR.
CONCORD, N.H. 03305
(603) 271-2791

EDDIE EDWARDS
ASSISTANT COMMISSIONER

STEVEN R. LAVOIE
ASSISTANT COMMISSIONER

ROBERT L. QUINN
COMMISSIONER

September 28, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the acceptance of the Department of Safety's Biennial Report for the period July 1, 2021 through June 30, 2023 as required by RSA 20:7. Effective upon Governor and Council approval.

EXPLANATION

I am pleased to present the 2023 Department of Safety Biennial Report, summarizing our many public safety activities and accomplishments for the prior fiscal year. 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.

Respectfully submitted,

Robert L. Quinn
Commissioner of Safety

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Biennial Report of the New Hampshire Department of Safety

for the fiscal year ending June 30, 2023

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
2023

State of New Hampshire Department of Safety Appointed Officials

Robert L. Quinn	Commissioner
Eddie Edwards	Assistant Commissioner
Steven R. Lavoie	Assistant Commissioner
Amy L. Newbury	Director of Administration
Mark E. Doyle	Director of Emergency Services
Justin A. Cutting	Director of Fire Standards and Training & Emergency Medical Services
Sean P. Toomey	Director of Fire Safety (State Fire Marshal)
Robert M. Buxton	Director of Homeland Security and Emergency Management
John C. Marasco	Director of Motor Vehicles
Mark B. Hall	Director (Colonel) of State Police

Commissioner Quinn is interviewed by WMUR-TV News 9 as DOS Strategic Communications Administrator Tyler Dumont looks on at the I-93 southbound rest area in Hooksett in March 2022.



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A member of the Division of State Police Marine Patrol on Lake Sunapee following multiple days of heavy rainfall in early summer 2023.





I am pleased to present the
**Biennial Report
of the
New Hampshire
Department of Safety**
for Fiscal Year 2023

The Department's collaborative efforts with Governor Sununu, members of the Executive Council, our State legislature, external stakeholders, residents and visitors continue to keep New Hampshire among the safest states in the Nation. In this biennium, the dedicated members of Team Safety made great strides to improve customer service and maintain public safety. We achieved great advances in technology across the Department, including the implementation of new websites, an enhanced crime statistics portal, and a new employee intranet. We also expanded internal services for employees by establishing programs that support their physical, mental, and overall health and well-being.

Each day, our employees excel at executing our mission by enhancing the safety, security and quality of life in New Hampshire through professional, collaborative and innovative service to all. I am sincerely proud of our team, and thank all of our state, county, local and federal partners for their continued support and cooperation to keep this great state safe.

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 reappointed by Governor Christopher T. Sununu as Commissioner of Safety on March 22, 2023.

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

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

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

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

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

Introduction

The **Department of Safety** is one of the largest agencies of New Hampshire state government, with 964 full-time, 150 part-time, and 337 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 **Strategic Communications Administrator/Public Information Officer (PIO)** provides information to the public and news media on Department of Safety activities and policies. 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 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 also 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.

New Hampshire is among the safest states in the Nation because of our dedicated team at the Department of Safety, who provide exceptional service to residents and visitors every day. No matter the time of day or scenario, Team Safety rises up to the challenge and gets it done.



Eddie Edwards
Assistant Commissioner

It is an honor and privilege to work with the many talented members of this Department, and I have immense gratitude for all that they do and sacrifice. Our commitment to enhancing and streamlining services continues to see success, and we will continue to strive to embolden employees to grow personally and professionally throughout their careers. Please know we will continue to make retention here at the Department of Safety a top priority.

Respectfully submitted,

Eddie Edwards
Assistant Commissioner

The employees at the Department of Safety work tirelessly each day to keep New Hampshire safe. Each of our seven divisions has a unique public safety mission and is staffed with professionals and subject matter experts. Our employees often sacrifice their nights, weekends,



Steven R. Lavoie
Assistant Commissioner

and holidays to ensure that New Hampshire residents and visitors can enjoy the many activities and resources our great state has to offer, and safely spend time with friends and family. I want to thank all of our Department of Safety employees for their dedication, service, and accomplishments over the last biennium. Time and again, Team Safety proves to be resilient and always ready for the next challenge.

Respectfully submitted,

Steven R. Lavoie
Assistant Commissioner

Assistant Commissioner Eddie Edwards was reappointed by Governor Christopher T. Sununu and confirmed by the Executive Council on March 22, 2023. He was sworn in by Commissioner Quinn on March 16, 2021. 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 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. Assistant Commissioner Edwards is also a Navy veteran and continues to be active in his community by volunteering as a board member for military veteran nonprofit organizations. Assistant Commissioner Edwards' duties include overseeing strategic Department operations, personnel management, strategic communications and public information, the Office of Highway Safety, and the Bureau of Hearings.

Assistant Commissioner Steven R. Lavoie was nominated by Governor Christopher T. Sununu and confirmed by the Executive Council on March 22, 2023. He was sworn in by Commissioner Quinn on April 3, 2023. Previously, Assistant Commissioner Lavoie served as Director of the Department of Safety's Division of Administration. He also served as a financial auditor for the State of New Hampshire Legislative Budget Assistant from 2007-2011. Prior to joining the State, Assistant Commissioner Lavoie held multiple financial and administrative roles in the private sector and has experience in nonprofit work, higher education and public accounting. He has a Master of Science in Accounting from Southern New Hampshire University and a Bachelor of Arts in Communications from Rivier University. He is a Certified Public Accountant (CPA) licensed in New Hampshire and also holds the Chartered Global Management Accountant (CGMA) designation. Assistant Commissioner Lavoie's duties include overseeing legislation, Department facilities, the Information and Analysis Center, Project Management and the Department's Legal Unit.

2022 At-A-Glance



ABOVE: A group of newly-hired Department employees participate in a joint discussion during an orientation session at Headquarters in November 2022.



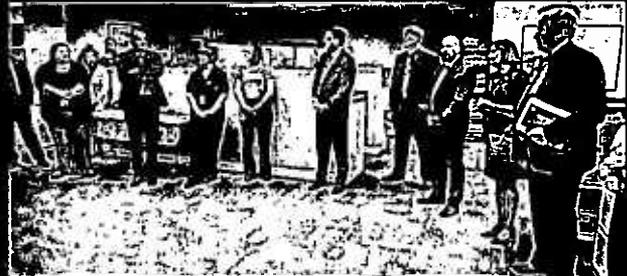
ABOVE: The 2022 Fallen Firefighters Memorial was held on the Department's Smokey Bear campus in September 2022.



ABOVE: Commissioner Quinn with Ret. NH State Police Maj. Ernest Loomis in December 2022. RIGHT: Longtime Forensic Lab employee Bruce Taylor was recognized at a NH State Police awards ceremony in December 2022.



LEFT: In May 2022, the Guardians of the Granite State took place at the Pembroke National Guard track.



BELOW: Governor Sununu and members of the New Hampshire Executive Council tour the Concord headquarters of the DMV.



LEFT: Employee recognition banners were hung outside various Department facilities on National First Responders Day in October 2022.



ABOVE LEFT: The life and service of Staff Sgt. Jesse Sherrill was honored at a memorial service in October 2022. ABOVE RIGHT: New Hampshire State Troopers pay tribute to fallen Staff Sgt. Jesse Sherrill in October 2022. BELOW: The New Hampshire State Police Troopers Memorial opened outside Department headquarters in June 2022.



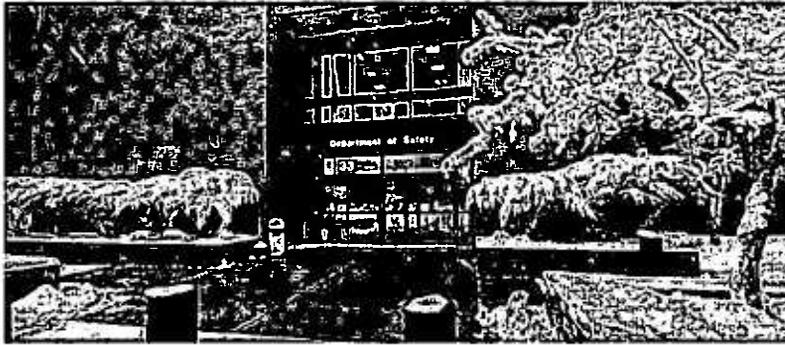
ABOVE: Employees of the Division of Homeland Security and Emergency Management and the NHIAC speak to students at a career fair hosted by Plymouth State University in September 2022.

BOTTOM LEFT: The Department was named a Recovery Friendly Workplace by Governor Sununu in November 2022.

BOTTOM RIGHT: Longtime Department employee Nancy Cassidy was honored by the NH Motor Transport Association in November 2022 for cooperative service.



2023 At-A-Glance



ABOVE: A snow-covered New Hampshire Department of Safety headquarters in January 2022.



RIGHT: Administrative Assistants Emily-Jane Milligan and Sandy Lambert in the Office of the Commissioner.



ABOVE: Assistant Commissioner Richard "Rick" C. Bailey Jr. at his retirement gathering held in March 2023.



ABOVE RIGHT: Commissioner Quinn and other members of the Department were joined by Executive Councilor Janet Stevens and various state and local public safety agencies for a news conference at Hampton Beach in May 2023.



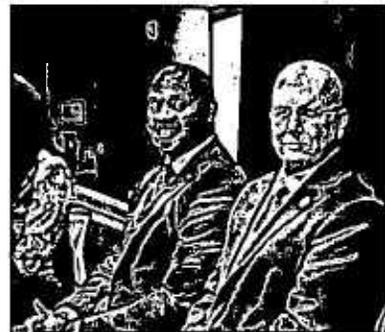
BELOW RIGHT: Members of the Department wore green for Mental Health Awareness Month in May 2023.



ABOVE LEFT: In May 2023, members of the Department attended the annual Law Enforcement Officers' Memorial in downtown Concord.



ABOVE CENTER: During Public Service Recognition Week, employees Sharon, Steven and Renee of the Division of Administration shared messages about why they enjoy their jobs in May 2023.



ABOVE RIGHT: Assistant Commissioner Edwards participated as a panelist in the Community Conversation on the Culture of Policing at the Warren B. Rudman Center for Justice, Leadership & Public Service in Concord in March 2023.

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. Responsibilities include conducting administrative hearings, criminal prosecution in circuit courts, litigation of hearings appeals, hearings of the New Hampshire Motor Vehicle Industry Board (NHMVIB) and watercraft hearings statewide. The Bureau is managed by the Administrator of Hearings who chairs the NHMVIB, the Chief Prosecutor who oversees Prosecution, and the Chief Hearings Examiner who acts as the litigation attorney.



Christopher B. Casko
Administrator of Hearings

A customer service enhancement has been the continued and expanded use of video conference hearings to all desiring to appear remotely. This option has resulted in increased accessibility to hearings, and saves travel time and expense for citizens, police officers, state agency witnesses, and anyone involved in a hearing. Previously, using Webex, the bureau could only hold four hearings by video at a time, which resulted in hearings being continued due to the unavailability of video. In May 2023, the bureau transitioned from Webex to the Microsoft Teams platform. Now, a video hearing may be scheduled any time a hearings examiner is available.

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

The **Criminal Prosecution Unit** is comprised of seven

attorneys (one of whom also serves as chief prosecutor) and six paralegals. The Unit prosecutes criminal cases in select circuit courts for the State Police and other Department of Safety law enforcement agencies throughout the State.

The Unit prosecutes the trial of misdemeanor cases in the State's busiest circuit courts in the regions of State Police Troops A, B, C, D, E, and F. Most State Police DWI cases throughout the State are prosecuted by unit attorneys. Upon request, unit prosecutors handle cases for the Office of the State Fire Marshal, the State Office Complex Police, and the Marine Patrol Unit of State Police. In addition, the Unit provides legal training and other legal assistance to the Department's

law enforcement agencies and prosecutes thousands of criminal complaints every year. Attorney prosecutors ensure the most effective case preparation and presentation of serious cases, such as those involving domestic assault or driving while under the influence of liquor or drugs. This work includes presenting cases in court, filing and responding to legal motions, obtaining documents necessary to prove cases, issuing subpoenas, preparing witnesses for trial, and directing additional investigations. Moreover, prosecutors reach negotiated dispositions of cases with defense attorneys that result in pretrial resolutions. 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 Department of Safety law enforcement agencies.

The **Administrative Hearings Unit** consists of six attorneys who hold the position of hearings examiner and conduct all administrative hearings for the Department of

Safety. A hearings examiner is a quasi-judicial official, meaning that they decide cases in the same manner as a judge. Hearings are open to the public. Hearings are held in Concord, Dover, or by video conference. The Unit is supervised by the Chief Hearings Examiner with the support of seven legal assistants. Hearings are de-

Date prosecuted.	# of charges	# of cases
2021	2440	1032
2022	2363	984
Jan-April 2023	596	251

cided pursuant to statutory and administrative rule authority, which governs the decision-making process. Administrative decisions have the force of law, but unlike court proceedings, hearings are conducted informally in an office setting and based on the preponderance of the evidence legal standard.

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

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

The Bureau of Hearings holds hearings involving all areas that are regulated by the Department of Safety. In addition to driving matters, examples of subject matter regulated by the Department include inspection stations, mechanics, automobile dealer licensing and suspension, abandoned vehicles and towing issues, ignition interlock, security guard licensing and suspension, fireworks, and explosives licensing and suspension. Finally, the Bureau conducts public hearings concerning the regulation of public waterways under RSA 270:12. These hearings are held during the months of June through September. A hearings examiner's decision may be appealed to the Superior Court in most instances, the Supreme Court in others. On appeal, the court will not conduct a new hearing but will review the written record for errors of law.

After the conclusion of each hearing, the Hearings Examiner provides a written report with findings of fact, rulings of law and, where necessary due to the com-

plexity of the legal issues involved, a legal analysis supporting those findings. Some reports are provided to the person at the conclusion of the hearing, and in more involved cases, the reports may be completed within 30 business days after the hearing is concluded.

In fiscal year 23, the unit had the following # of hearings:

Total Hearings	ALS	Under 20	Habitual Offender	Interlock
13,721	2,182	3,612	1,464	1,806

The Litigation Unit is responsible for representing the Department in the New Hampshire Superior Court 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. In 2022, the unit handled 19 appeals and as of 8/1/23, 10 appeals.

The New Hampshire Motor Vehicle Industry Board is responsible for resolving disputes between motor vehicle dealers, manufacturers and distributors. Established by RSA 357-C for the enforcement of the provisions of that chapter, the Board is comprised of six individuals with expertise in the automobile business. The Board is chaired by the Commissioner of the Department of Safety or the Commissioner's designee. Currently, the Administrator of Hearings acts as board chair on behalf of the Commissioner. A legal assistant performs the clerk's duties. In order to ensure fairness, members may not have a current financial interest, or work in the industry. Members are appointed by the Governor and Executive Council for four-year terms. Members are chosen from different areas of the State in order to create a geographic balance of membership. The Board holds public meetings and conducts hearings based on requests to resolve disputes submitted by automobile dealers, single line equipment dealers, distributors, or manufacturers. Board hearings, like administrative hearings, are open to the public and conducted based on statutory law and the board's administrative rules. The Board issues written decisions, which may be appealed to the Superior Court. Last year, the board held a significant hearing in the matter of Prime Subaru v. Subaru of New England involving the question of whether the distributor unlawfully withheld consent of the sale a car dealership. The board found in the dealer's favor after a two day, 11-hour hearing. The distributor appealed to the Superior Court.

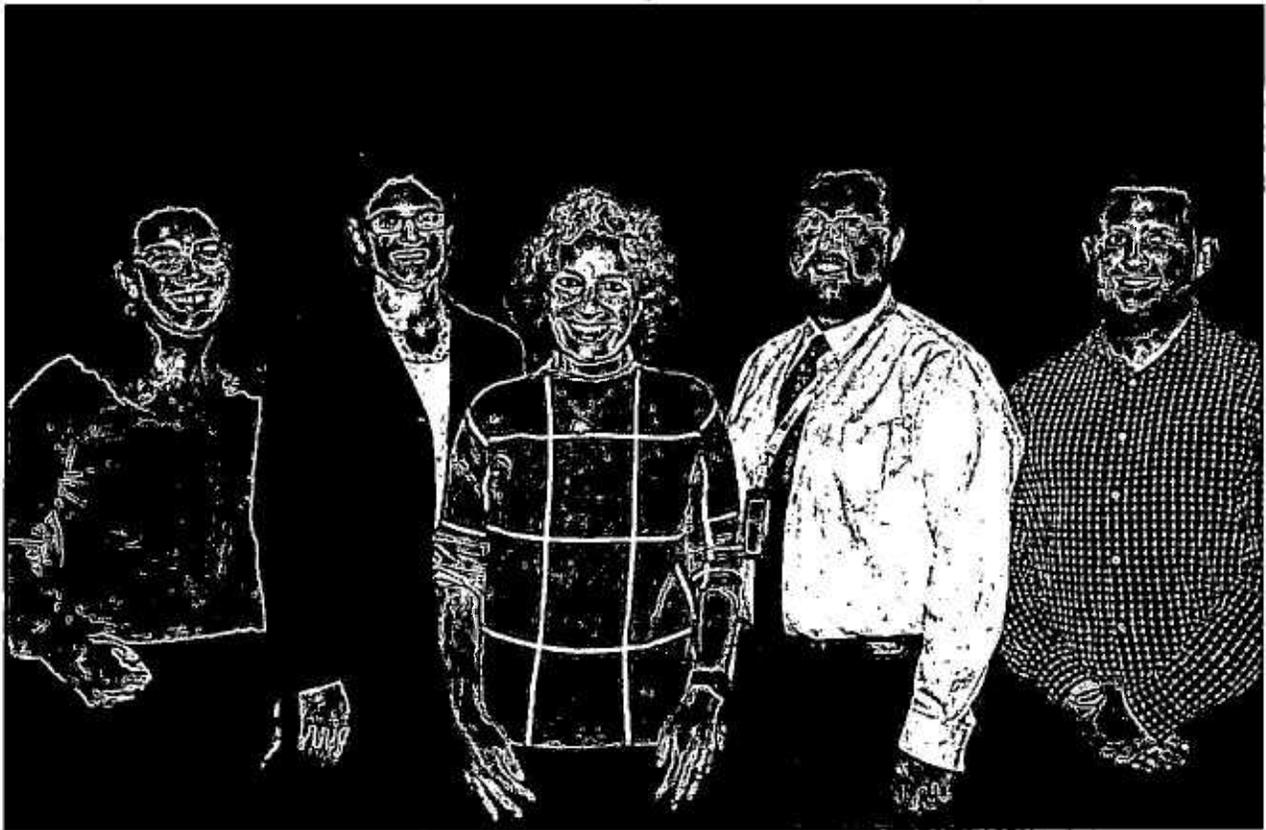
Legal Unit

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 paraprofessionals 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.



The Legal Unit of the New Hampshire Department of Safety, from left to right: Staff Attorney Allison Greenstein, Senior Staff Counsel Karen Schlitzer, Chief Legal Counsel Marta Modigliani, Senior Staff Counsel David Hills, and Program Specialist Aron Johnson.



New Hampshire Office of Highway Safety (NHOHS)

The New Hampshire Office of Highway Safety (NHOHS) works under the executive direction of the Governor. The Commissioner of the Department of Safety serves as the Governor's Representative and is headed by a Coordinator. The NHOHS is responsible for developing and implementing 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, as well as coordinating the highway safety efforts of federal, state, and local organizations within New Hampshire.

The State of New Hampshire has seen fatal traffic crashes increase significantly in both 2021 and 2022, with those losing their lives in traffic crashes totaling 118 in 2021 and 146 in 2022. This increase, particularly in 2022, follows the national trend. The NHOHS

TRAFFIC FATALITIES	2021	2022*	Change
Speed related crashes	32	47	46.9% Increase
Alcohol/Drug Impaired related crashes	44	54	22.7% Increase
Distracted Driving/Inattention related crashes	6	7	16.7% Increase
Unrestrained Fatalities	51	61	19.6% Increase

*2022 data still pending and subject to change.

is committed to reducing fatalities on New Hampshire roads and will continue in FFY 2023 and 2024 to provide funding to support statewide enforcement efforts, continued highway safety messaging and safety-related educational programs to reduce the occurrences of injuries and fatalities resulting from traffic crashes.

Recognizing the dangers that drug-impaired drivers pose to the motorists of our state, the NHOHS brought the Drug Evaluation & Classification Program Coordinator position back into the Office of Highway Safety in 2022. More commonly known as "DRE", this pro-

The NHOHS utilizes a data-driven approach when determining which highway safety-related projects will receive funds. This process involves examining where and why a highway safety problem exists and what countermeasures can be used to address the problem.

gram serves several purposes. A DRE is a police officer trained to detect impairment in drivers under the influence of drugs, other than, or in addition to, alcohol. These officers undergo an intensive 2-week course in which they learn and identify the 7 drug categories, proficiency in standardized field sobriety testing, examination of vital signs and case preparation and courtroom testimony. Finally, the DRE officer must conduct 12 drug evaluations under the supervision of a trained DRE instructor, where the officer must identify the drug category with corroboration of toxicological testing.

In 2022, the NHOHS and the NH Police Standards and Training Council (NHPSTC) began a collaboration to introduce ARIDE (Advanced Roadside Impaired Driving Enforcement) training to all NH law enforcement officers. ARIDE is designed to be a bridge between the officer trained in Standardized Field Sobriety Testing and the DRE program. Those officers trained in ARIDE can observe, identify, and articulate the signs of impairment related to drugs, alcohol, or a combination of both, to reduce the number of impaired driving incidents as well as crashes, which result in serious injuries and fatalities. As a result of the collaboration with NHPSTC, the number of NH law enforcement officers trained in ARIDE tripled from 2021 to 2022.

The NHOHS utilizes a data-driven approach when determining which highway safety-related projects will receive funds. This process involves examining where and why a highway safety problem exists and what countermeasures can be used to address the problem. Using education, outreach, and enforcement, the NHOHS works with all our partners in an effort to reduce crashes and eliminate fatalities. In 2022, the

NHOHS utilized crash data to identify the deadliest roadways in the State. With that information in hand, the NHOHS designated "enforcement corridors" to address instances of speed, impairment, and distraction. Post-crash data indicates these to be the leading causes of motor vehicle crashes and the NHOHS has created an aggressive campaign to address those issues on our most dangerous roadways. This has been accomplished by providing local data, funding, and coordination to participating agencies in this collaborative effort to make NH roadways safer.

In FY2022, every local police department funded was subject to an "in-person" grant monitoring review. Monitoring grantees is an integral part of the program, which ensures that the grant agreement provisions are being adhered to., This also validates that the federal dollars received are being utilized in accordance with their guidelines. In FY2023, the office is on track to repeat the same grantee oversight which was displayed in FFY2022.



OHS Law Enforcement Liaison Roger Beauchamp conducts a monitoring visit of a local police agency that has received OHS funds.

In 2023 and forward the NHOHS has led a successful effort to mitigate crashes in marginalized and potentially affected communities within New Hampshire by creating the Community Outreach & Betterment (COB) Grant that funds law enforcement agencies and nonprofits to conduct traffic safety educational outreach presentations specifically to refugee/new American groups, low-income neighborhoods, older drivers, low vision, and hearing-impaired drivers, youth drivers, limited English proficiency (LEP) groups and elementary/high schools/driver education schools. As of the date of this report, there are 14 police departments, two



A Manchester police officer speaks during a community outreach session hosted by the New Hampshire Office of Highway Safety.

nonprofits and NHSP Troop G participating in the COB Grant.

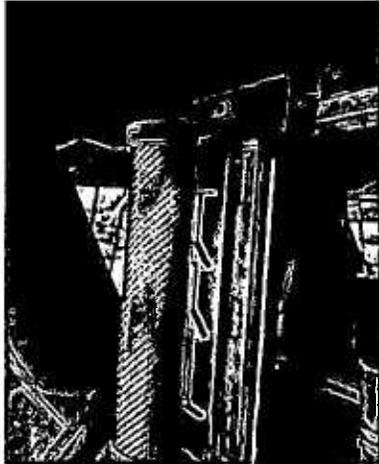
In 2023 the NHOHS initiated its Public Participation Plan (PPP) and conducted three public Virtual Listening Sessions (VLS). During these sessions the public will be allowed to ask questions or bring up suggestions or concerns they may have regarding the operations of the NHOHS and provide their input on our annual Highway Safety Plan (HSP). The NHOHS also conducted two in-person roundtable sessions with key stakeholders who represent affected and potentially affected communities. The PPP will continue in 2024 and annually thereafter.

In April 2023, the the NHOHS created multiple Highway Safety Surveys to track responses from COB grant participants, VLS participants and from the public. Along with the three original surveys, the survey was translated into the top five non-English languages and then into two more at the request of a participant of a public listen session. The results of these surveys will be used in the writing of the Highway Safety plan for 2024.

In 2023, the NHOHS, in conjunction with the Division of Motor Vehicles, initiated a crash analysis database project that will result in a Request for Proposal (RFP) for the purchase of a crash and E-citation analyses mapping system which will automate the crash analysis process, generate predictive crash analytical reports, and allow for real-time tracking of our enforcement NHOHS grantee patrol activity statistics. Completion of the RFP process is expected in early 2024.

The NHOHS continues to provide funding for law enforcement agencies to purchase mobile data terminals,

printers, ticket scanners, and other E-Crash equipment. Currently there are 128 agencies onboard with E-Crash who are submitting electronically MMUCC IV or MMUCC V crash reports to the DMV electronically.



In-car printer purchased by OHS funds to assist local police agencies in issuing citations electronically.

The NHOHS is on track to meet our 2023 goal to have 134 local law enforcement agencies onboard with E-Crash. By the end of 2023, it is anticipated that we may easily exceed our target of 134 local law enforcement agencies onboard with E-Crash.

In 2022, the

NHOHS instituted a speed equipment grant program that included handheld or dash-mounted radar/LiDAR units, movable pole-mounted speed data collection signs and mobile speed/message board trailers by funding seven police departments. In 2023, the NHOHS has increased the number of police departments receiving speed equipment funding to 38 and is set to accelerate funding into 2024.

With the goal of strength testing the NHOHS Motorcycle Safety Program the NHOHS requested our state's first Motorcycle Safety Program Assessment conducted in March 2023 by a team of national experts recruited by the National Highway Traffic Safety Administration (NHTSA). This five-month-long examination process resulted in a final report indicating that the NHOHS has not



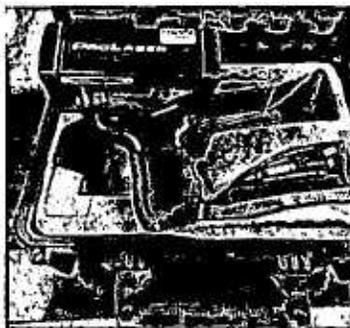
MDT purchased with OHS funds to assist law enforcement complete their work with e-ticket and e-crash.



New Hampshire State Police Captain Chris Vetter, Commander of the Office of Highway Safety, conducts a motor vehicle stop.

only surpassed the national motorcycle safety program standards, but with a few small adjustments, could be a model program for the nation. The final report is available upon request.

High attendance marked the annual NHOHS 2022 virtual Impaired Driving Seminar where several notable speakers such as Dr. Ruben Baler from the National Institute on Health, the NHTSA Impaired Driving Division chief, and Professor Karl Citek spoke on a range of topics such as tetrahydrocannabinol's (THC) impact on the structure of the young brain, HGN testing and Drugged Driving. Updates also were provided by our state DRE coordinator and the NHSP Forensic Lab. Planning for the 2023 Impaired Driving Conference is already underway for a November roll-out date.



LiDAR speed device purchased with OHS funds to assist law enforcement in speed enforcement.



New Hampshire State Police Captain Chris Vetter, Commander of the Office of Highway Safety, speaking at a press conference announcing the kickoff of "Drive Sober or Get Pulled Over".

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Information and Analysis Center

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

The NHIAC is a clearinghouse for information and intelligence on natural and human-caused threats to the state of New Hampshire, its people, infrastructure and the 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 and/or a threat (natural or human-caused) 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 residents, visitors 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 statute RSA Chapter 651-F.

Intelligence and Information Liaison: The NHIAC maintains links to local, county, 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).

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: The NHIAC provides critical terrorist/criminal updates and officer safety and all hazards information to approximately 1,866 entities from federal, state, county and local public safety and private sector agencies through a state managed e-mail system. Products are disseminated to appropriate stakeholders on a need-to-know basis. The NHIAC is also integrated into the national network of 80 fusion centers, which have the capability to share information horizontally and vertically with partners at the local, county, state, tribal and federal levels.

2023 NHIAC Statistics	
Information Sharing Agreements	1,866
All Hazards	804
Law Enforcement	1,062
NHIAC Bulletins Disseminated	466
NHIAC Special Event/Analytic Assessments	24
Requests for Service Received & Processed	796

In fiscal year 2023, the NHIAC disseminated 466 intelligence, officer safety and situational awareness bulletins to NHIAC stakeholders through this system. This includes the Daily Information Brief for Law Enforcement stakeholders, the monthly All Hazards Intelligence Summary for all NHIAC stakeholders and special bulletins of a time-sensitive nature, which are disseminated as needed.

In fiscal year 2023, the NHIAC prepared 24 topic-related analytical assessments. These products included the regularly distributed monthly Drug Monitoring Initiative (DMI) product and the quarterly NH Bomb Squad Incident report and Granite State Narcotics Bulletin. Also, during fiscal year 2023, the NHIAC produced the State of New Hampshire Threat Assessment. This product covered the areas of Crime (Drugs, Gangs,

Terrorism, Border Security, Human Trafficking, Cyber), Natural Hazards and Public Health.

The NHIAC conducted two special event assessments and disseminated the finished products during fiscal year 2023. The NHIAC will continue to conduct outreach to agencies in communities with large-scale special events or events of special significance, to conduct event assessments and provide a finished product to stakeholders prior to the event. These products are intended to assist officials involved in event security planning with providing a safe and secure event environment for all attendees.

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

In fiscal year 2023, the NHIAC responded to 796 requests for service. In addition to requests for service, NHIAC staff received and processed 233 requests for drug investigation deconflictions.

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

Protecting Civil Rights and Civil Liberties: The NHIAC takes extremely seriously both its statutory and its moral obligation to ensure that any criminal or terrorism intelligence information received is subjected to a stringent verification process before it is disseminated or entered into a database. The NHIAC ensures that there is a criminal predicate involved and that the information is reevaluated periodically and deleted when it becomes stale or has been proven not to be useful.

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

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

NHIAC Initiatives: During fiscal year 2023, the NHIAC continued to lead two important state working groups: the NH Cyber Threat Working Group and the NH Unmanned Aircraft Systems (UAS) Threat Working Group. The UAS Threat Working Group made recommendations to the 2022 Counter-UAS National Action Plan and Proposed Legislation. Several of the recommendations that the group made were adopted directly into federal bill S.4687, "Safeguarding the Homeland from the Threats Posed by Unmanned Aircraft Systems Act of 2022."

The NHIAC provided briefings to the private sector at NH InfraGard meetings; updated emergency response schools maps; began conducting Behavioral Threat Assessment and Management training; and conducted another significant update of the NH Drug Monitoring Initiative Drug Environment Report.

New Hampshire Drug Monitoring Initiative

New Hampshire Information & Analysis Center

Phone: 603-223-3859 Email: NH.IAC@dos.nh.gov

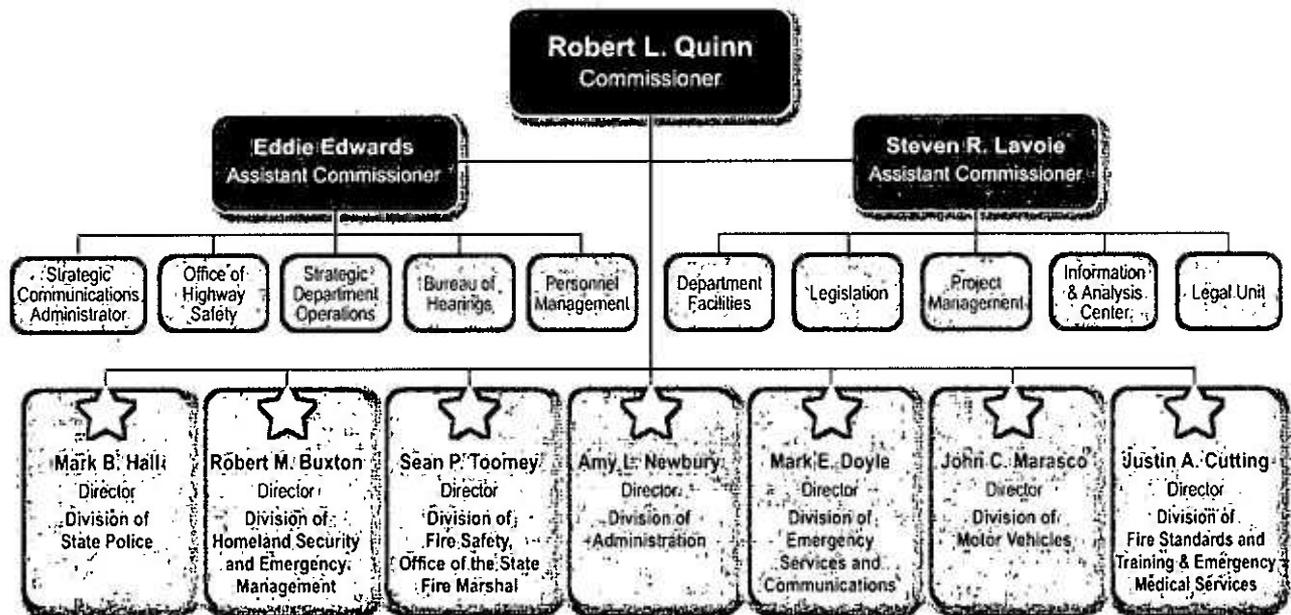
Fax: 603-271-0303





Department of Safety

Organizational Chart



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Division of Administration

In Fiscal Year 2023, the Division of Administration...

- Processed more than \$430 Million in highway funds, general funds, and other dedicated funds;
- Provided human resources functions to the Department's 1,475 full-time and part-time employees;
- Collected more than \$183 Million in Highway Fund revenue;
- Administered a portfolio of more than \$219 Million in grants funds;
- Processed more than 1.9 Million pieces of incoming mail;
- Processed more than 1 Million pieces of outgoing mail; and
- Fulfilled license plate and validation decal orders for 232 municipal agents and 14 remote DMV substations throughout the state.



Amy L. Newbury
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 adds 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 regulations, and by ensuring these requests are submitted to the Department of Administrative Ser-

232

items were submitted and approved by the Governor and Executive Council

24

items were submitted and approved by the Joint Legislative Fiscal Committee

ices in a timely manner.

In fiscal year 2023, 232 items were submitted and approved by the Governor and Executive Council and 24 items were submitted and approved by the Joint Legislative Fiscal Committee.

In 2023, the Accounts Payable Section processed 23,786 invoice

payments and 4,598 Procurement Card (P-card) transactions. The Accounts Receivable Section is responsible for the receipt of all Departmental

revenues and billings. It processes more than \$430 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-

23,786

Invoice payments processed

4,598

P-card transactions processed

DEPARTMENT REVENUE AND EXPENDITURES

(AS OF JUNE 30, 2023)

REVENUE

Unrestricted Highway Funds	\$225,966,753
Unrestricted General Funds	10,143,562
Federal Program Funds	112,491,252
Restricted Revenues, Dedicated Funds and Other	81,543,999
Total Revenues	\$430,145,566

EXPENDITURES

Permanent Personnel Services	\$64,219,286
Special Payments, Overtime and Holiday Pay	11,364,829
Current Expenses	10,928,681
Transfers to OIT	15,071,469
Utilities	864,752
Rent and Maintenance	3,857,387
Inter-Agency Transfers	66,579,468
Intra-Agency Transfers	2,228,528
Equipment New/Replacement	10,907,799
Capital Project Expenditures	1,988,623
Telecommunications	2,487,656
Indirect Costs	1,412,558
Debt Services	2,890,670
Temporary and Temporary Full-time Personnel Services	6,807,447
Benefits	40,580,930
Pensions - Retirement	1,445,731
Travel In-State	292,388
Grants to State Agencies and Local Communities	36,416,581
Travel Out-of-State	463,664
Contracts for Program and Operational Services	6,789,679
Miscellaneous	1,886,237
Total Expenditures	\$289,484,460

Source of revenue and expenditures: NHFirst: Unaudited

\$430 Million

Highway Funds, General Funds
and Dedicated Funds Processed

vides traditional human resources functions for the Department of Safety and acts as the business partner in our organizational strategy. The Human Resources Management Bureau (HR) supports the key parts of Payroll, Talent management, Risk Management, Training and Development, and Organizational Management operations to ensure that the Department of Safety is developing a work culture of collaboration, team building, compliance, and work-life support.

Organizational Management is an HR function that focuses on classifications, supplemental job descriptions, reclass/reallocations, and potential gaps in the structure of divisions. HR staff aid in considering the organizational charts and framework to help identify operational needs and changes.



The Facilities Management Bureau coordinates and oversees building maintenance and renovations.

Training and Development is the HR function to create initiatives and educational activities within the Safety department that improve individual or team members' job performance. Training and Development seeks to advance employee respect, inclusion, engagement, and knowledge and promote employee retention.

PERSONNEL DATA

Positions Filled	
Total Full-Time	964
Unclassified Full-Time	11
Classified Full-Time	922
Temporary Full-Time	31
Part-Time	150
Seasonal	24
Non-Classified	337
Total Positions Filled	1,475
Budgeted Positions Filled and Unfilled	
Total Full-Time	1,159
Unclassified Full-Time	13
Classified Full-Time	1,109
Temporary Full-Time	37
Part-Time	415
Seasonal	87
Non-Classified	585
Total Budgeted Positions	2,246

Risk Management is the function that maintains and monitors the support of employees' work through the execution of FMLA, ADA, and Worker Compensation. Risk management ensures the proper documentation of benefit solutions through updating employee information.

Talent management is the central function of all recruitment, hiring, and onboarding processes. Talent management seeks to collaborate with the divisions to create strategies that promote the acquisition and retention of an individual by delivering a great onboarding experience to the candidates.

Payroll supports employees and supervisors to ensure accurate time card submissions in order to process bi-weekly payroll effectively. With the implementation of

Workforce Management, the department collaborates with the system administrators and internal partners to navigate the system while continuously processing paychecks and other pay-related items.

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 \$183 million in highway fund revenue — \$127 million unrestricted and \$56 million restricted — including the administration of the Unified Carrier Registration (UCR) Program. In fiscal year 2023, the Bureau collected revenues from approximately 189 motor fuel distributors, 82 motor fuel and petroleum product transporters and 18 alternative fuel dealers resulting in 3,380 monthly returns processed annually.

The Road Toll Administration Section is also responsi-

Road Toll Bureau collected more than
\$183 Million in highway fund revenue.
\$127 Million unrestricted \$56 Million restricted

ble 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 Road Toll Administration Section collected revenues from approximately 1,700 IFTA licensees resulting in 9,477 transactions processed annually with 3,201 transactions processed by Road Toll Administration staff and 6,276 transactions processed directly by motor carriers. The Road Toll Administration Section also collects approximately \$17 million in Oil Discharge and Pollution Control (ODPC) fees on behalf of the Department of Environmental Services. There are approximately 267 ODPC licensees that file monthly returns resulting in 3,113 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; International Registration Plan (IRP) registrants; and oil discharge and pollution control licensees for the Department of Environmental Services. In fiscal year 2023, the Section performed 76 audits of the various licensees. In addition to the audits, the Field Audit Section processed 1,168 off road and retail dealer refunds totaling \$857,065.

The Grants Management Bureau establishes policies and procedures to ensure consistency in grant administration and proper compliance over all Department of Safety federal grant programs. The Bureau provides technical assistance and training to all other Divisions within the Department. The Grants Management Bureau prepares the annual Schedule of Expenditures of Federal Awards (SEFA) for most grants within the Department and works closely with all Divisions during routine audit and program reviews. The Bureau, in the past two years, is monitoring, administering, and conducting drawdowns on most of these programs for a total of \$219 Million across 85 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 Division updated all documentation for internal operational procedures for each position in the past year.

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 as part of Operation Stone Garden. The Bureau led the cooperative effort between the New Hampshire Department of Information Technology and Safety to apply for and now administer the Department of Homeland Security/Federal Emergency Management Agency State and Local Cyber Security Grant Program. 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.

The Bureau continues leading the administration of the on-going Substance Abuse Reduction Grant program

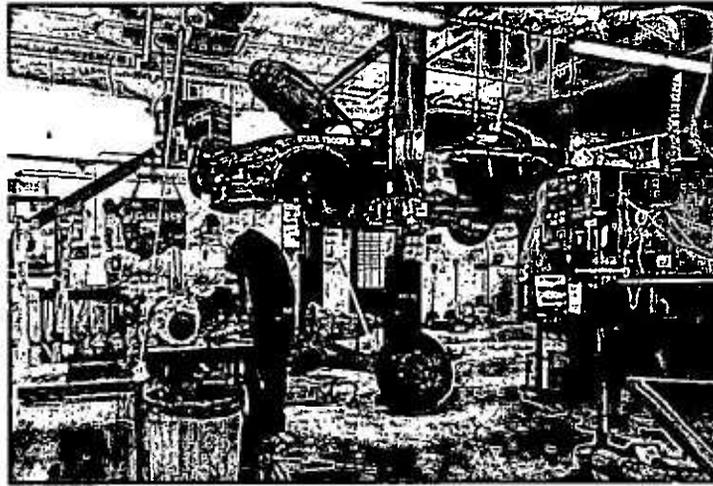
Mailroom sorts approximately
1.9 Million
pieces of incoming mail and
1 Million
pieces of outgoing mail



The Warehouse is responsible for all Department receiving and delivery to Department facilities statewide.

(state funded for local law enforcement) and the newer Body Worn and Cruiser Camera Grant Program (state funded for local law enforcement). At any given time in a year, 400 plus local and state sub-awards are open and require active customer service and compliance monitoring from Grants Management.

The Asset and Resource Management Bureau provides critical supply 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 Automotive Garage provides repair, maintenance, safety inspection services and vehicle towing services for Department vehicles.

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. In fiscal year 2023, it distributed over \$540,350 in printed materials, and stored and distributed over \$245,000 in consumable supplies to all Department locations throughout the State.

The Mailroom sorts approximately 1.9 Million pieces of incoming mail annually and distributes the mail throughout the Department. The Mailroom also processes more than 1 Million pieces of outgoing mail annually. In 2023, the Mailroom sent 32,400 pieces of mail for State Police Criminal Records, 274,550 pieces of mail for DMV Title Bureau, 53,000 pieces of mail for DMV Registration Bureau, over 100,000 pieces for Boat Registration Renewals, over 463,000 pieces of mail for DMV Licensing Bureau, and 29,800 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 232 town clerks, 14 substations and 39 marinas. Additionally, through a partnership with NH Department of Corrections, manages inventory of both raw materials as well as finished plates. In Fiscal year 23, the plate room processed 555,130 metal plates with a value of \$649,626. In addition, the plate room distributed over 1.5 million double validation decals, over 450,000 single decals, and well over 120,000 boat validation decals.

The Copy Center produces more than 1,326,438 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.

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 2023, Automotive performed 237 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 73,300 items. Mobile asset responsibility includes management and reporting for a fleet of approximately 1,055 vehicles, motorcycles, 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 state, Fire Academy facilities in Concord and Bethlehem, Marine Patrol Headquarters on Lake Winnepesaukee, 911 facilities in Concord and Laconia, and the DOS Warehouse, Automotive, and Radio Maintenance facilities in Concord. This Bureau also 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 maintenance, permit acquisition for underground storage tanks, preventive maintenance of mechanical equipment, and coordinates energy efficiency projects for the Department.

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Division of Emergency Services and Communications

In Fiscal Year 2023, the Division of Emergency Services and Communications...

- Processed 509,143 E911 calls consisting of approximately 82% wireless, 11% VoIP, and 7% landline calls;
- Performed 594 exigent requests for law enforcement;
- Located emergency sign language interpreters for law enforcement four times;
- Provided quality assurance by reviewing 4,369 medical cases and 3,799 police and fire transfers with an average score of 99%; and
- At 75 cents per active line per month, maintained an E911 telephone surcharge.



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

The Division of Emergency Services and Communications, under the leadership of Director Mark E. Doyle, operates New Hampshire's Enhanced 911 Emergency 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 E911 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 E911 telephone surcharge remains below the national average.



DESC Senior Staff attending the Association of Public Safety Communications Officials (APCO) Atlantic Chapter Annual Conference.

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, legislative interaction and general support of the Division's Sections and Units: Operations Section, Technical Support Section, Communications Section, Interoperability, Data Operations Support Section, and Special Projects Section. Activities include ordering, invoice payment processing, inventory control, expenditure tracking, prepaid surcharge auditing, Governor and Executive Council contract preparation, public outreach and education, social media, and various human resource functions.

The Section has continued with process improvement initiatives and streamlining work to be completed as efficiently and effectively as possible. The procurement and accounts payable documentation process have fully converted over to a digital filing system, which has reduced paper and printer ink consumption. This new process also has allowed the Division to free up physical storage space within the office area. The vast majority of invoices the Bureau receives now are delivered through e-mail which in turn allows for faster processing

and payment.

Public outreach and education include graphics support for many division and department initiatives; communications planning; media relations; conducting facility tours; outreach presentations to schools, civic groups, and public safety agencies; and a host of other outreach and education projects. In fiscal year 2023, this Section conducted 59 public outreach sessions with schools, civic organizations, and other community groups, which is a 63% increase from the Division's public outreach and education engagements in fiscal year 2022. The Administration 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. During fiscal year 2021, the Division led the charge for rolling out the 10-digit dialing campaign to alert New Hampshire residents that starting in July 2022, they must use 10-digit dialing due to the rollout of 988 for suicide prevention.

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



DESC Telecommunicator Amy Harrington answering questions about 911 to a school tour group.

The two PSAPs processed 509,143 911 calls in fiscal year 2023 consisting of approximately 82% wireless, 11% VoIP, and 7% landline calls. Text to 911 service was implemented in January 2015 and was utilized 911



A New Hampshire State Police Probationary Trooper with DESC Assistant Supervisor Jon Brooks learning about the 911 system.

times in fiscal year 2023. These calls ranged from callers wanting to confirm that texting worked, to domestic violence situations, and several medical emergencies where the caller was unable to speak due to breathing problems.

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 2023, Operations performed 594 exigent requests. Exigent circumstance subscriber requests occur when location and subscriber information are requested from a phone provider in a situation where immediate danger of death or serious bodily injury to any person exists.

509,143
9-1-1 calls processed

911 9-1-1 texts processed

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 2023. 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 3,445 times in fiscal year 2023 requesting 39 different languages. Spanish was requested the most at 2,355 times; Portuguese was the next closest with 213; followed by 175 requests for Swahili. The majority of the Division's interpreter requests were to process 911 calls, but many were to assist the emergency services community (i.e. local police departments, fire departments, etc.).

The statewide Emergency Notification System (ENS) was introduced in fiscal year 2012 to both PSAPs and the State. Designated town officials and E911 supervisors are able to generate a recorded telephone message, e-mail and/or text to a user-defined geographic

area at the request of pre-authorized government officials in emergency situations.

Additionally, PSAP call records are maintained by the Division for a period of six months and may be requested law enforcement agencies for investigative purposes as described in RSA 106: H. In fiscal year 2023, the Division processed 1,482 requests for PSAP call records.

The Operation Section's Quality Assurance Team reviewed 4,369 medical calls in fiscal year 2023. The supervisors reviewed 3,799 police and fire transfers with an average score of 99.6 percent. Transfer times for police and fire calls averaged 47.7 seconds, while transfer times for medical calls averaged 116 seconds.

The Training Unit conducted seven 16-week classes for new hires along with one 24-hour Communications Training Officer Certification during fiscal year 2023. Local dispatch agencies were among those who attended those sessions. There were 26 monthly continuing education programs offered for all shifts in both PSAPs.

The Technical Support Section's primary function is to maintain and support the Next Generation 911 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



The DESC Radio Communications team hikes mountains to service radio tower communications equipment.

of Information Technology, support of building access systems, support for the statewide Emergency Notification System and coordination with municipalities regarding pertinent Next Generation 911 systems.

Moving into Fiscal Year 2023, the Section continued to work on increasing the Division's cybersecurity posture, looking to upgrade and replace some networking equipment in production for the Division's Radio deployments as well as increase our investment in a GIS platform for local municipalities. The Division will also complete implementing interstate transfers with Maine and look to improve its disaster response capabilities and options.

The Data Operations Support Section is comprised of three different units dedicated primarily to the maintenance of the E911 Telephone Automatic Location Information (ALI) Database and the E911 Geographic Information System (GIS) database. These two databases are mission critical to the operation of E911, especially in locating cellular calls and are essential for the migration to Next Generation 911 (NG911). They are also the basis of the statewide Emergency Notification System. These units, Mapping and Database and Community Relations, have separate, dedicated tasks but most workflows require daily interactions between the units.

Since 1994, the Mapping Unit of the Data Operations Support Section has utilized Global Positioning System (GPS) technology and GIS software to provide addressing systems and emergency response maps for communities across New Hampshire. The use of this technology and equipment has enabled this agency to provide accurate location information for wireless phase II locations. Phase II allows 911 call takers to receive both the caller's wireless phone number and their location information. The call is routed to a call center based on a cell site, sector, or caller location information.

The E911 GIS database currently contains more than 709,000 locations of addressable attributes such as houses, businesses, hospitals, police stations, fire stations, campgrounds, etc. In fiscal year 2023, the Data Operations Support Section increased the number of fully collected cities, towns and unincorporated areas to 190. This data now includes highly detailed information for all multi-tenant structures in the State. Next Generation (NG) 911 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 Database Unit maintains the ALI Database and works to increase the accuracy of phone subscriber listings, their locations and the associated table of Emer-

47.7 seconds average transfer times for police and fire calls
116 seconds average transfer times for medical calls

gency 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 twelve local telecommunications providers and six PS-ALI accounts in New Hampshire. In fiscal year 2023, the Database Unit processed more than 1,500 service order files for a total of more than 100,000 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 year 2023, the Emergency Notification System accounts have increased from 65 to 74 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 Prepared-

GIS database contains more than
709,000
 locations / address



DESC PIO Patrick Cavanaugh outside Garrison Elementary School preparing to give an E911 Education Presentation.

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

throughout the State and made several test calls from each building. Reports were generated classifying each call as "Passed", "Deficient" or a "Critical Failure" along with short-term and long-term recommendations. Data Operations has completed round two of this process where reports were updated with any changes or improvements that were made and a copy of each report was sent to the individual principals of each school.

The next phase for private and charter schools, with multi-line telephone systems is currently underway. Multi-line phone systems should be configured to provide accurate location information so emergency response services can be dispatched to the specific location of the device. Emergency response delays can result when emergency callers are unable to provide their specific location within a large building or complex to the 911 dispatcher, either because they are unaware of the exact location or because they are physically unable to convey the information.

The Data Operations team played a crucial role in developing and maintaining the State of New Hampshire's Automated External Defibrillator (AED) database, in cooperation with the Bureau of Emergency Medical Services. This group was responsible for managing the collection and analysis of data related to AEDs in the state.

In March 2023, we successfully conducted a soft launch of NH911CARES, our replacement Supplemental ALI (SupALI) system, exclusively for DOS employees. NH911CARES is a rebranded version of SupALI and serves as a valuable source of citizen-sourced data regarding specific medical conditions that the PSAP should be aware of when individuals call 911. This in-



Data Control Supervisor Emily Hodgkins with Sparkey at a Loudon Fire Department open house.

novative approach enables us to provide enhanced and compassionate care during emergencies.

The Special Projects & New Hampshire Visual Information and Emergency Watch Webb (NHVIEWWW) Section collects geographic data throughout the State to support the delivery of emergency services at the regional and local levels. The Unit maintains and up-



DESC Employees at a job fair hosted by Plymouth State University.

dates electronic mapping data layers that are integrated with the location identification software utilized in the Concord and Laconia PSAPs. This data is used by the telecommunications to accurately locate wireless E911 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 E911 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.

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. This Bureau maintains more than 5,197 miles of snowmobile trails, 720 miles of OHRV trails, over 3,291 miles of hiking trails, 554 medical landing zones and more than 1,743 addressed trail

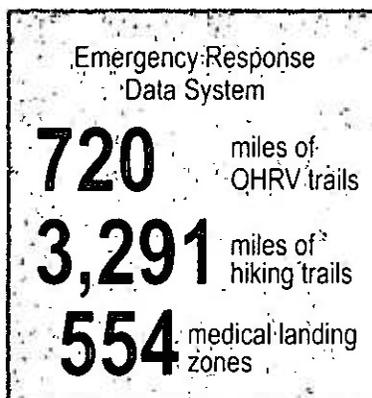
74 ENS communities

junctions in the emergency response data system. Many other important locations such as 24-hour accessible wired phones, emergency helicopter landing zones, and landmarks continue to be addressed according to E911 addressing standards and are added to the geographic database.

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.

This Section continues to assist divisions within the Department of Safety, 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. This Section also provides a geographical situational awareness function during those activations in addition to a sustained mapping effort. In continued cooperation with HSEM, the Bureau 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. 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. The Section continues to develop and support NHVIEWW, a system of web-based interactive mapping interfaces and map services. NHVIEWW leverages the substantial geographic data collected and maintained by the DESC to visually answer the question "Where?" It contains the foundations for reporting and notification to appropriate public safety groups for increased situational awareness. The system incorporates tools for public safety officials to use for planning and response purposes. The NHVIEWW platform is also allowing agencies to share and maintain geographic data for daily operational use through a single map interface.

The Bureau leverages its automated geoprocessing capabilities to provide new data models for supporting the daily updates of the E911 map data and geocoders



hosted on the NHVIEWW ArcGIS Enterprise Portal Servers. The Bureau also maintains an automated geoprocessing model for the packaging of our E911 production map data into a format for use in the State Police CAD system. The Bureau provides development and maintenance support for the NH911Cares (Citizen Assistance Registry for Emergency

Services) internal administrative site and public web site. These two sites comprise a system for the continuous maintenance of our Supplemental Ali database which is used to provide specific medical conditions that are relayed to first responders during a 911 call.

The Bureau of Interoperability, managed by the Statewide Interoperability Coordinator (SWIC) is responsible for overseeing the development of interoperability training for first responder's 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) consisting 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.



DESC Employees being recognized by the Chair of the NH Enhanced 911 Commission for years of service to DESC.

The SWIC oversees the Statewide Interoperability Executive 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

Network (RAN) Engineers having oversight of the First-Net 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, cur-



DESC Chief of Administration Brandon McGorry provides a demonstration of how 911 works in the Concord PSAP.

rated vehicle location devices.

Section personnel continue to display a high level of teamwork and collaboration ensuring that all of the supporting infrastructure and microwave networks receive preventative maintenance and frequent inspection providing operational confidence and reliability to the many public safety agencies that interface with these systems. Section personnel performed 1,082 logged services of vehicles, mobile radios, portable radios, and other work in the garage for fiscal year 2023.

The COVID-19 pandemic greatly expanded the Division's sphere of operations to include managing emergency communication systems such as the NH Emergency Alert System, National and Nuclear Alert and Warning Systems and other technical components in the communications section, ESF-2 (Emergency Support Function) of the State Emergency Operations Plan.



DESC PSAP Supervisor John Letson providing a school tour group information about how 911 works in New Hampshire.

rently involved in the coordination of re-programming several thousand radios for first responders throughout the state. Training in the use of the designated state interoperability frequency matrix is not only a mandatory component of the grant, but also critically important for our first responder partners in order to achieve interoperable communications during everyday use and certainly during a crisis.

Radio Communications Maintenance's primary function is the engineering, installation, preventive maintenance, and servicing of the New Hampshire State Police radio system, statewide microwave backhaul system, and associated support facilities. The 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-way mobile and portable radios, vehicle emergency lights and sirens, in-vehicle video recording systems, and auto-



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Division of Fire Safety, Office of the State Fire Marshal

In Fiscal Year 2023, the Division of Fire Safety, Office of the State Fire Marshal...

- Conducted 519 fire and life safety inspections;
- Assisted municipalities with 236 incidents and responded to 89 scenes, 29 of which were death investigations;
- Conducted 1,471 inspections of amusement park rides and tramways;
- Investigated 22 incidents involving amusement park rides and tramways;
- Issued 1,483 modular housing labels, ensuring that modular building components are constructed in accordance with state of New Hampshire building and fire codes; Issued 446 building permits; and
- Processed 59 variances.



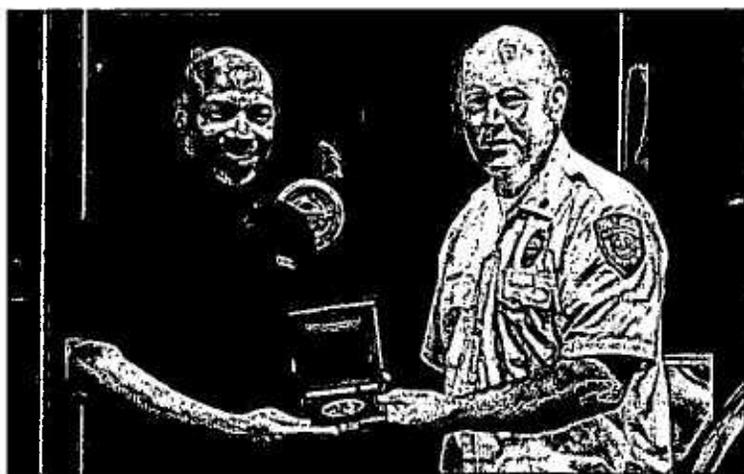
Sean P. Toomey
State Fire Marshal and Director of Fire Safety

Mission Statement

Saving lives and property
through education, engineering
and enforcement.

Division of Fire Safety, Office of the State Fire Marshal

The New Hampshire 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, which contributes to the economic viability of the State. The Division is divided into three bureaus: the Bureau of Investigations, the Bureau of Building Safety and Construction, and



Fire Marshal Sean Toomey presents the Carnegie Medal Award to Nashua resident Jose Picardo for his heroic act of saving a woman from her burning home

the Bureau of Outreach and Education. The Division of Fire Safety is led by State Fire Marshal/Director Sean P. Toomey. The Director's current term of office ends on March 31, 2024.

The Bureau of Investigations is responsible for investigating all fires, building collapses, and non-automobile carbon monoxide releases that cause serious injury or death. In addition, the State Fire Marshal's Office is required to assist any fire chief upon request and provides assistance to state and local law enforcement agencies, the Attorney General's Office, and County Attorney Offices. Fire investigators are sworn law enforcement officers who specialize in investigating fire origin and cause, as well as criminal investigations involving arson and related crimes.

The Bureau of Investigations assisted with 236 incidents and responded to 89 scenes during Fiscal Year

2023, 29 of which were death investigations. Investigators work collaboratively with fire and law enforcement partners, as well as local, state, and federal agencies to successfully resolve criminal cases and hold those responsible accountable for their actions. During the biennium there were numerous arrests and successful convictions in connection to incendiary fire investigations and related crimes.

Ignitable Liquid Detection Canines. The Bureau of Investigations maintains two ignitable liquid detection canine teams. Both 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 different hours of the day and night, 365 days a year. During Fiscal Year 2023, the canine teams were deployed on 27 department cases and conducted 51 public demonstrations for schools and professional organizations. Teams respond to numerous other incidents and fire scenes to assist other agencies with their investigations.



Deputy Fire Marshal Adam Farjoy and Ignitable Liquid Detection K9 Anthem prepare to enter a fatal fire scene on Dutton St. in Manchester

Canine teams were deployed to **27** cases

The Bureau of Outreach and Education is responsible for hazardous material incident response and coordination, educational 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 as 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 and is shared with Local and Regional Emergency Planning Committees to assist with emergency planning and response. The unit works closely with the fire investigators, providing technical assistance on cases involving hazardous materials, and with other state and federal agencies for incident response.

Educational Outreach. This section provides fire and life safety education by increasing knowledge and encouraging fire safety behavior among people of all ages and abilities in an effort to reduce deaths, injuries and property loss.

Educators provide fire and life safety education programs to the public, as well as resources and support to local fire departments, educators, public health pro-



Hazardous Materials Coordinator Jim Stone meets with officials at an Unknown Substance call at the Federal Courthouse in Concord

fessionals, elder service providers and other service organizations. Key messages include home escape planning and having working smoke and carbon monoxide alarms in the home. Safe cooking and home heating best practices are also primary themes, as they are two of the most common causes of home fires across New Hampshire. This section also maintains an equipment loan program that includes items such as trailers, Sparky mascot costumes and a hazard house.

Community Risk Reduc-

tion (CRR). CRR is a collaborative data and people-driven framework to identify and prioritize risks within communities. The CRR section works in partnership with the data analysis section of the agency, striving to identify statewide trends that will help our Outreach and Education team provide informed outreach to high-risk populations.

Goals of the CRR section in the upcoming biennium are to conduct a Statewide Community Risk Assessment in collaboration with the fire service and community organizations; lay groundwork for a sustainable statewide coordinated fire prevention effort; and provide technical assistance to partners that seek to enhance safety within their communities, through integrated and strategic resource investment.

The Data Analysis Unit is responsible for operating the New Hampshire Fire Incident Reporting System (NHFIRS), an integral part of the National Fire Incident Reporting System operated by the U.S. Fire Administration. The NHFIRS system collects incident data from fire departments across the State, which provides details on the types of incidents that fire departments respond to. It also helps the Division to look at what types of fires are occurring in New Hampshire. The Data Analysis Unit conducts training sessions for fire departments around the state on how the system works. In Fiscal Year 2023, New Hampshire fire departments reported responding to 178,525 calls for service. 2,931 fires occurred in New Hampshire during this same period, causing \$35,074,761 in total fire damage with 24

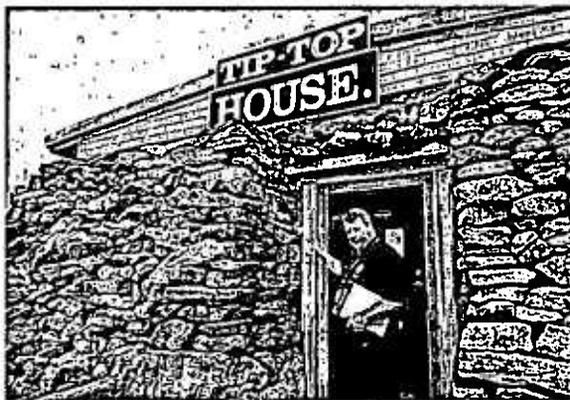


Members of the FMO sharing fire safety education and providing a canine demonstration for students at Sutton Elementary School during their Fire Safety Day

civilian and 22 firefighter fire-related injuries.

The Bureau of Building Safety and Construction is responsible for inspectional services, modular housing, fireworks safety and licensing and tramway and amusement ride safety.

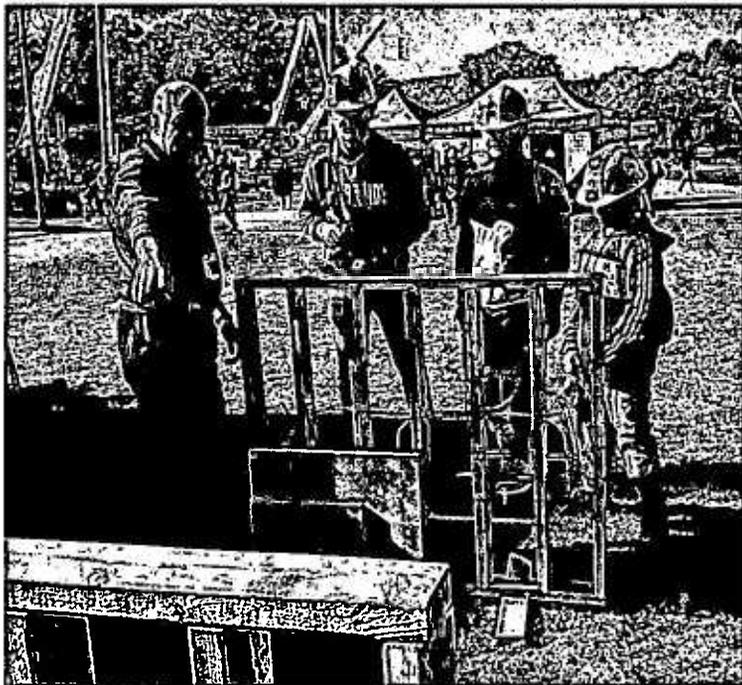
The Inspectional Services Section administers the State Building Permit Program, reviewing plans for public school projects and health care facilities that are licensed by the Department of Health and Human Services. Building permits are issued through this section for all state-owned property, the university system and community college projects. Building permits also are issued upon municipal request for communities that lack a code en-



Inspector Keith Boden visits the Tip Top House while conducting building inspections at the top of Mt. Washington

also assists local jurisdictions with interpretations, plan review, inspections and the application of fire and building codes. Members of the section meet monthly with the University of New Hampshire, Keene State College, Plymouth State University, Community Colleges of NH System, the National Guard, Department of Corrections, Department of Natural and Cultural Resource and the

Department of Public Works. The purpose of these meetings is to streamline the construction process and identify any potential conflicts between proposed projects and the fire and building codes. This initiative saves costs, valuable time and resources for the state through the building process. The section works in cooperation with our educational outreach section to deliver educational programs to local inspectors on a variety of topics. This section also works closely with multiple stakeholders as part of the Governor's School Safety Task Force in making recommendations on how to keep students safe in school considering an all-hazards approach.



Fire Protection Specialist Ron Anstey meets with students during NH Construction Career Days in New Boston

forcement mechanism for projects other than one- and two-family homes. In fiscal year 2023, there were 446 building permits issued. This section processes variance requests for the State Fire Marshal. The section

In fiscal year 2023, New Hampshire fire departments reported:

178,525 calls for service.

2,931 fires occurred

\$35,074,761 in fire damages

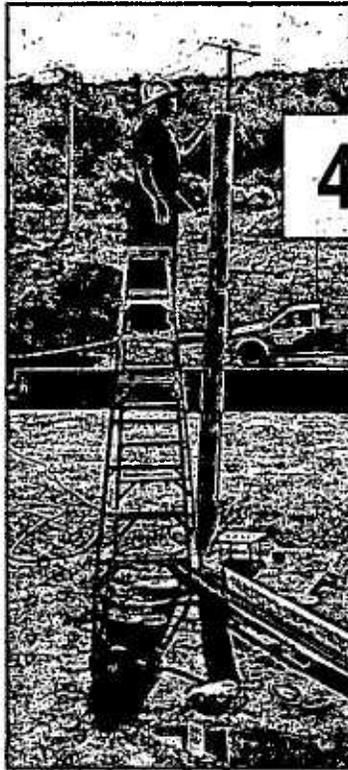
In late 2022, this section transitioned to a new customer-friendly online permitting system. This system streamlines internal processes for better efficiency and improved customer service. This system also allows customers to upload permit applications and plans online, pay for any permit application fees and receive feedback from plan reviews and inspections directly through their collaborator portal. The inspection services section is staffed by one full-time supervisor, two full-time building inspectors, one part-time building inspector, five part-time fire inspectors, one part-time plan reviewer, one full-time administrative supervisor and

one part-time permit coordinator.

The Modular Housing Program ensures that modular building components are constructed in accordance with the State of New Hampshire Building and Fire Codes through a system of approved third-party inspection agencies and a certification process. This provides local enforcement agencies with assurances that all concealed construction complies with applicable codes. In Fiscal Year 2023, the program issued 1,483 labels.

1,483 modular housing labels issued

The Fireworks Safety and Licensing Unit conducts inspections, investigations, and other enforcement activities regarding the use, storage, transportation, manufacture and sale of fireworks and similar devices. We provide licensing for anyone that sells fireworks, as well as licensing display fireworks and Proximate Audience Operators. Storage magazines for Display Fireworks



Fire Protection Specialist Ron Anstey conducts a pressure test on a plumbing vent at the Sullivan County Nursing Home in Unity

446 building permits issued

also are licensed by this section. This group also permits all fireworks displays and events utilizing pyrotechnic, flame or special effects before an audience.

This includes television and movie sets as well as other media platforms. The unit works in cooperation with federal, state, and local agencies when conducting enforcement activities. Some of these agencies include the U.S. Consumer Product Safety Commission, U.S. Bureau of Alcohol, Tobacco, Firearms, Federal Aviation Administration, New Hampshire State Police and local fire and police agencies. The unit continues to develop and provide training for public safety officials and community members relative to fireworks laws, regulations, and inspections. Fireworks incidents that include bodily injuries are investigated and documented.

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



NH fire department personnel go hands-on during a Display Fireworks Emergency Response Training offered by the FMO, in partnership with Atlas Fireworks

ski industry resources. The section is also charged to ensure compliance with safety regulations for the carnival and amusement ride operators in New Hampshire as established by RSA 321-A. One of the primary functions of this section is to oversee the design, review, registration, inspection and compliance with the laws, rules and safe operating procedures for all mechanical ski lifts, tramways, portable and fixed tows. Tramway and Amusement Ride Safety also oversees the 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. In Fiscal Year 2023, inspectors registered 655 amusement rides, conducted 1,109 inspections and investigated five amusement incidents. On the Tramway side, Fiscal Year 2023 included 177 registrations with 362 inspections and 17 incidents reported. Tramway and Amusement Ride Safety currently staffs one chief inspector, one full-time inspector and one part-time inspector.



District Chief Shana Clark surveys the damage at a house explosion in Hampstead



Division of Fire Standards and Training & Emergency Medical Services

In Fiscal Year 2023, the Division of Fire Standards and Training & Emergency Medical Services...

- Enrolled 27,994 students for more than 118,000 student training hours;
- Issued 1,701 certifications;
- Licensed 5,571 EMS providers, 304 services, and 464 ambulances; and
- Received a Federal Assistance to Firefighters Grant (AFG), 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.



Justin Cutting
Director of Fire Standards and Training &
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 4,600 firefighters and 5,500 EMS providers made up of municipal, non-profit, private, career, 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 emergency medical care for everyone within the State.

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

The Division is led by Director Justin Cutting and is comprised of 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 citizens of the State by keeping New Hampshire's citizens, visitors, and emergency providers safe.

The Division has training facilities in Concord and a satellite training facility 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 includes a burn building, a 50-seat classroom, a room for practical evolutions, and an office. The Division has received funding through the American Rescue Plan Act to provide substantial infrastructure upgrades to expand the capabilities of the facility that serves the North Country.

The Division's budget for fiscal year 2023 was \$8,205,127 and is funded through a fee charged to in-

surance companies for motor vehicle records and does not utilize general funds. These fees also subsidize the cost for local first responders to attend certification training. This subsidy was increased over the past two years to significantly decrease the cost of Firefighter I and Firefighter II certification programs to the local municipalities. Additionally, the fee provides all 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 digital video and photography equipment.

The Division oversees firefighting, hazardous materials, aircraft rescue firefighting, technical rescue certifications, and other training programs, as well as all support services, including clerical services, facility upkeep, and maintenance of student records. Certain 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 programs occurring in the field and the remaining 35 percent held at the Division's campuses. Over the past year, the position of Curriculum Administrator was established to oversee all curriculum administration and development. This position was established to integrate expertise from the education field to bring our training programs to the next level.

Firefighter Entry Level Testing is conducted by the Division and the results are used by fire departments



FSTEMS students learning equipment used during confined space rescues.



FSTEMS students learning the proper techniques of using ladders.



Candidate performing the stepmill during the CPAT exam.

throughout the State when hiring full-time career firefighting personnel. All candidates must pass the Candidate Physical Ability Test (CPAT) prior to employment. Although the CPAT does not require any prior firefighting experience, it does require the candidate to complete an agility course of eight specific tasks that are highly relevant to firefighting.

In 2023, there were 312 tests administered. Total registrations were consistent with last year but remained below previous levels. Of the 312 tests, 198 candidates passed which is a pass rate of 63.4%, lower than the national average. Once a candidate has passed the CPAT, the candidate's contact information is placed on a statewide eligibility list and is distributed to all participating fire departments. The June 2023 Statewide eligibility list consisted of 478 names. In 2023, CPAT candidates paid a registration fee of \$235 which funds the testing.

Federal Grant Funding. Last year, the AFG was used to replace personal protective equipment, self-contained breathing apparatus, training mannequins and multi-gas meters for a total of \$495,124. Additionally, a second AFG grant was awarded which included forcible entry training props, a replacement fire pumper and certification testing software.

The Division continued to work to obtain federal funding for repairs to our Aircraft Crash Rescue Facility and to replace the Aircraft Crash Rescue Truck. Funding was secured for a total of \$860,100 to replace our truck, which is expected to be delivered in the spring of 2024.

Firefighter Training. The Division continued to offer firefighter training and apparatus driver operator courses, as well as technical rescue courses which are funded through federal grants.

The Division offers certification courses in instruction,

fire investigation, fire inspections, fire officer and the incident command system and continues to partner with the National Fire Academy to bring leadership training and other educational offerings to New Hampshire. The Educational Technology unit assesses current and new training programs for opportunities for online delivery and then designs, develops, and implements them.

The Division continues to offer the Fire Ground Survival program and hazardous materials programs such as operations, decontamination, and technician level. Additionally, the Division continues to focus on and expand training opportunities to provide education and resources for the mental health and resiliency of first responders totaling over 4,000 students and 8,700 hours of training.

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 responsible for establishing data collection and analysis capability and the performance of administrative investigations of licensees. Activity continues to increase, based on the evolutionary needs of the EMS system.



FSTEMS students attacking a simulated aircraft fire.

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

American Rescue Plan Act funding was also accepted to provide no-cost Emergency Medical Responder training to first responders and funded hiring a full-time staff member to build state-level programs to assist lo-

cal agencies in their recruitment and retention efforts.

The Trauma and EMS Information System (TEMSIS) is a statewide electronic patient care record system that provides a critical record-keeping service. This system is a secure, web-based, mandatory electronic reporting system that is provided free of charge to every licensed unit. The information entered in the system is available to the units, hospitals, and state and national stakeholders with appropriate legal protection for personal health information. This year, there were 304 Units with more than 5,574 providers who entered more than 260,000 incident records.

New Hampshire Emergency Services Reporting System (NHESR). NHESR was released in 2021, which is a free statewide national fire incident reporting and records management system available to all Fire Departments to use. Use of the NHESR system to document reports is not required, however, it is provided at no cost to all fire departments if they choose to utilize it. This system is a cloud-based platform that can be accessed anywhere there is an internet connection.

RespondNH. In 2021, the Division launched the RespondNH system which includes course and program enrollment, transcript management as well as all aspects of licensing 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 allows for increased productivity in processing enrollments and licensing as well as the reduction of delays.

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

New Hampshire currently recognizes four levels of hospital designation, American College of Surgeon's Levels I and II and New Hampshire's Level III and IV, to those actively participating in the system. Members of the TMRC and the Division



FSTEMS students being briefed on the components of their SCBA.

work together, along with participating hospitals, to continuously improve the delivery of care to the seriously injured. The program continues to be successful and there are 11 hospitals with current trauma level designations. This includes one Level I designation (the most advanced), three Level II, six Level III, and one Level IV. The committee works with hospitals in various stages of the process and has committed to re-engaging all hospitals for formal participation in the trauma system.

Specialty Services Section. The creation of this section was based on a need to provide support to two critical programs in the State: Inter-Facility Transportation (IFT) and Mobile Integrated Healthcare (MIH). IFT and MIH programs currently exist in the State but have minimal oversight due to available staffing, as well as resource limitations and MIH knowledge, at the local level. This section facilitates the progression of current resources and the expansion of new programs to provide additional support, which will enhance care delivery for residents and visitors who become sick or injured. MIH programs provide critical resources that are otherwise inaccessible to communities and subsequently reduce the amount



FSTEMS students participating in an EMS simulation training.

of ambulance transports and admissions to hospitals by preventing both the exacerbation of medical illness

and/or preventing acute trauma. IFT greatly assists the community by providing access to specialized transportation resources to individuals whose sickness and trauma cannot be prevented and need a higher level of care than the receiving facility can handle. The need for inter-facility transport is common in rural areas that rely on call and volunteer resources to staff ambulances, as well as community hospitals, to initially stabilize and then transfer patients to a facility that can provide a higher level of care.

The New Hampshire Patient Care Protocols provide all EMS providers with medical direction. These protocols are living documents developed and drafted by the Protocol Committee of the NH Emergency Medical Services Medical Control Board in collaboration with the Division. Maintaining up-to-date and relevant protocols takes continuous time and effort. While mid-cycle changes can occur, protocols are formally reviewed, edited, and released every two years. The latest edition was released in 2022 with an expected update to occur in early 2024.



The FSTEMS educational program teaches students the fundamentals of mobile integrated healthcare.



A FSTEMS student learns the proper handling of a hose line.

The Automated External Defibrillation (AED) Project continues to show success and has significantly increased AED's and training in the State. AED devices are known to significantly improve the chance of survival in a patient experiencing a cardiac arrest. The Division has partnered with E911 to integrate the AED registry with the E911 system.

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.



FSTEMS students enter a live training burn during a fire suppression class.

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**HOMELAND SECURITY
EMERGENCY MANAGEMENT**
NEW HAMPSHIRE DEPARTMENT OF SAFETY

**Division of
Homeland Security
and Emergency
Management**

In Fiscal Year 2023, the following grants were awarded by the Division of Homeland Security and Emergency Management...

- EMPG: \$1,271,719.00
- Public Assistance: \$117,127,564.45
- Building Resilient Infrastructure and Communities: \$441,496.50
- Congressionally Directed Pre-Disaster Mitigation Grants: \$427,612.49
- High Hazard Potential Dam Grants: \$810,733.00
- Additionally, in fiscal year 2023, the State Emergency Operations Center (SEOC) was activated a total of nine times.



Robert M. Buxton
Director of Homeland Security and
Emergency Management

Mission

To support the mission of the New Hampshire Department of Safety through the effective delivery of prevention, mitigation, preparedness, response, and recovery efforts for all hazards across the state of New Hampshire.

Vision

Create a culture of high touch customer service in the area of Homeland Security and Emergency Management. Creating a self-sustaining environment through the utilization of efficient mentoring, planning, teamwork, technology.

Division of Homeland Security and Emergency Management

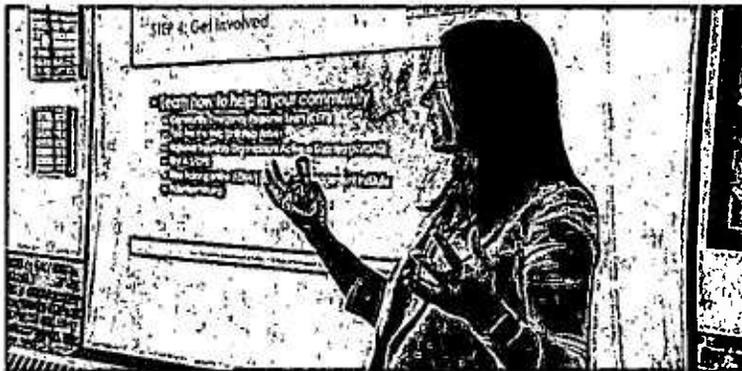
The Administration Section includes the office of the Director and the Community Outreach Office. Administration provides the overarching leadership and direction for the Division. By statute, the Director of Homeland Security and Emergency Management reports to both the Governor and the Commissioner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

On September 6, 2022, Robert M. Buxton, of Bedford, was sworn in as the new Director of HSEM. Buxton joins state government following three decades in municipal fire service. Buxton has a master's degree in public administration from the University of New Hampshire, as well as a Bachelor of Science in fire science administration from Salem State College. He is also a graduate of the Executive Fire Officer Program at the National Fire Academy in Maryland.

On May 5, 2023, Megan Hoskins was sworn in as Assistant Director of HSEM. Hoskins has worked with the Department of Safety for 11 years and previously served as the Assistant Chief of HSEM's Preparedness and Response Section.

In Fiscal Year 2023, the division added the position of Deputy Director. That position was filled shortly before the end of the Fiscal Year.

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



Community Outreach Coordinator Vanessa Palange provides shares an overview of the Division and emergency preparedness tips during a presentation.

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 Program assists State and Local Governments and other eligible agencies such as school districts, county agencies, dispatch centers, water precincts, village districts, and critical private nonprofit entities, in preparing for all-hazards. 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 Services 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 through Planning, its Stakeholder Liaison's group, and the School Safety and Preparedness Program.



HSEM Director Robert Buxton reads to children during a school visit.

The Stakeholder Liaison's group is responsible for outreach to 234 communities as well as state agencies. They provide high-touch customer service through 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 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.

Community Services also maintains and operates 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 composed of State, federal, public and private sector partners and other entities that are represented in the SEOC during activations. 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 accomplished by providing real-time situational awareness between the SEOC and entities at the local, state and federal levels, including critical infrastructure partners at the time of an incident/disaster.

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. In Fiscal Year 2023, the School Program conducted 228 assessments and 36 trainings.

The Governor's School Safety Preparedness Task Force was formed in March of 2018 and tasked with

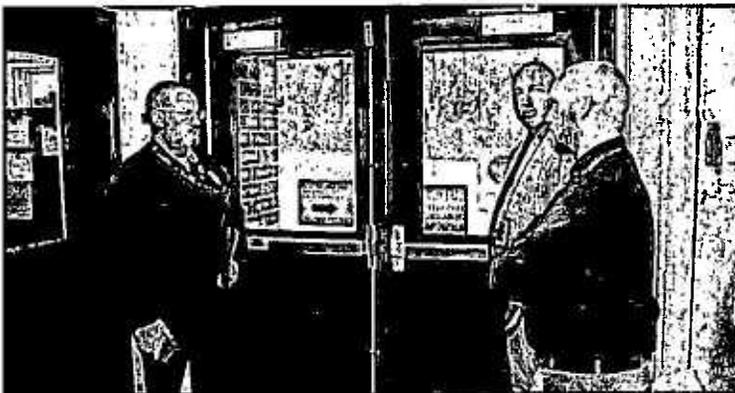
WebEOC
is the State's disaster management system utilized to manage large-scale events or disasters and to support/increase public safety information sharing.

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. The Task Force identified several areas requiring further research and added seven more recommendations in Fiscal Year 2023.

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

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



HSEM conducts its thousandth school assessment in October 2022.

Public Assistance Grant Program awarded
\$117,127,564.45
to New Hampshire communities.

2017. In fiscal year 2023, New Hampshire communities were awarded \$117,127,564.45 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 nonprofit organizations) ahead of time provides an opportunity to connect 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 States 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.



The HSEM team conducts a preliminary damage assessment during a December 2022 winter storm.

The Hazard Mitigation Grant Program (HMGP) assists states and local communities in implementing long-term hazard mitigation measures following a major disaster declaration. The program's objectives are to prevent future loss of lives and property due to disasters; implement state or local hazard mitigation planning; en-



HSEM's Austin Brown assists with a preliminary damage assessment after flooding in spring 2023.

able 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

Hazard Mitigation Program awarded

\$1,679,841.99

through HMGP, PDM and HHPD grants

from future hazard events, while also reducing reliance on Federal funding in future disasters. PDM grants are funded annually by congressional appropriations and are awarded on a nationally competitive basis. In Fiscal Year 2023 the hazard mitigation program awarded \$1,679,841.99 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).

A severe storm featuring significant flash flooding and high winds struck the state from December 22-25, 2022, bringing major damage to state and local infrastructure and overwhelming state resources. Assessments determined the cost of response efforts related to this event totaled \$3,102,240. On February 17, Gov. Chris Sununu requested the Biden administration to declare a major disaster for the state of New Hampshire. Sununu requested Belknap, Carroll, Coos and Grafton counties be granted a full designation for the Public Assistance Program. President Joe Biden granted this request March 15.

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

On April 6, 2022, more than 500 federal, state and local partners joined HSEM to execute the Seabrook Station Graded Exercise. Participants included DPHS staff, personnel from the 17 NH Emergency Planning Zone (EPZ) communities and the three host communities, and staff from multiple state agencies, making for one of the largest REP exercises in the U.S. The exercise culminated more than six months of planning done by the Radiological Emergency Preparedness Program. FEMA evaluated player actions against current response plans and capabilities for a nuclear power plant-related incident and to comply with the evaluation criteria set forth under the U.S. Nuclear Regulatory Commission's guidelines. FEMA's After Action Report (AAR) revealed that the participants of this exercise successfully demonstrated all of the required stan-

dards.

The Training, Exercise and Development Section 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 provides support to all New Hampshire communities, including exercise planning, development and conduct (controlling/evaluating), after-action reports and improvement plans, grant guidance, photography/videography, logistics and equipment.

In FY 2023, the section completed 101 trainings with partners throughout the state and 11 exercises, including three large full-scale exercises in Stratham, Laconia and Gilford.

On October 27, HSEM along with the Town of Stratham and other partners participated in a training exercise in Stratham Hill Park. The full-scale exercise was a culmination of about a year of work. More than 25 agencies and over 200 people participated. Funding for the exercise came from federal grants.

On April 15, a full-scale exercise was held at Laconia's

Pleasant Street Elementary School. Laconia police and fire department personnel along with several other first responders in the region simulated a response to an active shooter situation inside the school. The exercise consisted of several different scenarios in which responding units had to clear the building of the threat as quickly as possible while dealing with different unforeseen injects.

A full-scale exercise was held at the Bank of New Hampshire Pavilion in Gilford on June 20. Several local area and mutual-aid police and fire departments, along with HSEM, and a crowd of volunteers recruited to fill in as actors, coordinated a series of events around a scenario that was centered on a suspicious package left in the area next to the pavilion.



HSEM, along with the Town of Stratham and other partners, participated in a training exercise in Stratham Hill Park in October 2022.

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Division of Motor Vehicles

In Fiscal Year 2023, the Division of Motor Vehicles...

- Processed 403,590 in-person transactions;
- Handled 477,094 calls;
- Issued 323,646 Driver Licenses;
- Issued 338,230 Titles; and
- Administered 27,480 Driver License & CDL Skills Tests



John C. Marasco
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 Division of Motor Vehicles has had significant changes in leadership over the last fiscal year. John Marasco was nominated and confirmed as the Director of the DMV in March 2022 after serving 25 years with the New Hampshire State Police, most recently in the role of Major. In January 2023, Thomas Kaempfer accepted the position of Assistant Director after serving for seven years at the Attorney General's Office. In April 2023, Jennifer Bailey was promoted from her role overseeing the Financial Responsibility Bureau into the Administrator III position, which oversees all of the division's bureaus. Lastly, Janet Bouchard was confirmed as Deputy Director, also in April, after serving 18 years with the Hooksett Police Department, most recently in the role of Chief of Police.

During fiscal year 23, internal training, as well as the security and mental wellness of Division employees, were of significant importance to the Director. "We're a Team" training for all DMV employees was spread out over nine separate classes. This training consisted of positive reinforcement of Division goals, as well as accountability and advancement, while increasing exposure to the Employee Assistance Program, the State Employees Association, and senior management in the Department and Division. The Division's Mental Health and Wellness Committee, formed in conjunction with the Employee Assistance Program, and the addition of security glass at some of the busiest DMV offices in the state, were just some of the projects the Director focused on.



DMV employees who received Awards at the first ever Awards Ceremony in April.

The Division also prioritized community outreach, including a heightened social media presence, and fostering relationships with community partners such as the New Hampshire Auto Dealers Association, the New Hampshire Motor Transport Association, and New England Donor Services.



Employees who attended one of the 9 sessions of the "We're a Team" training.

On April 14, 2023, the Division held the first Employee Award Ceremony to recognize many hard-working employees that help keep the DMV running day in and day out. Awards were given in various categories, including: the Community Leadership Award, Community Safety Award, We're a Team Partner Award, Collaboration and Safety, Excellence in Service, Director's Awards, and the DMV Employee of the Year, which went to longtime DMV employee Maria Buckman. In all, over 60 well-deserved awards were presented.

During fiscal year 2023, the DMV has increased its on-line transactions, which has helped to reduce the number of in-person visits. The number of calls handled, however, increased by more than 64,000 over the previous fiscal year.

The Bureau of Driver Licensing is responsible for the issuance of driver licenses and non-driver identification cards. Additionally, the Driver Licensing Bureau plays a large role in public safety through the road testing pro-



The logo for the newly formed DMV Mental Health and Wellness Committee.

ONLINE TRANSACTIONS	
Driver Licensing Renewal	88,906
Duplicate Driver License or Non-Driver ID	13,464
Online Ticket Pay	29,148
Online Not Guilty Plea	1,462
Request for Driving Record	6,080
Motorcycle Training Class Registrations	1,706
Accident Insurance Verification	411

gram. As new applicants apply for their first license or a license upgrade, applicant skills' testing is a key factor in public safety.

INCOMING TELEPHONE CALLS	
Total Number of calls (all queues)	567,371
Total Number of calls handled	447,094
Average wait time (all queues)	18 minutes

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. The bureau is led by Administrator Michael Mercier and consists of two supervisors and 36 full- and part-time licensing examiners and support employees throughout the state.

The Motorcycle Rider Training (MRT) Program provides training to new and experienced motorcycle riders throughout the State of New Hampshire. Certified coaches trained 1,187 motorcycle riders in a 32-week season within fiscal year 2023. The MRT program is led by Program Specialist Larry Crowe and consists of an equipment supervisor, a Program Assistant, and 29 certified coaches.

In a recent report done by the National Highway Traffic Safety Administration, the NH MRT program received

EXAMINATIONS ADMINISTERED	
FY23	TOTAL
Knowledge Tests	41,781
Skills Tests	27,480

positive feedback, including the following statement: "There is a strong spirit of collaboration between the MREP, NHMRO, the New Hampshire Office of Highway Safety and law enforcement. There is a culture of 'it takes a village' to move the needle among New Hampshire motorcycle safety stakeholders."

The Driver Education Unit provides oversight and support to six secondary schools and 66 commercial driver education schools. There are

approximately 179 active driver education instructors who each have taken and passed a nine-credit driver education instructor curriculum, 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 Driver License applicants to complete an approved driver education program. Approximately 12,782 students participated in driver education during the past year. Ten Driver Improvement and six Driver Attitude Programs are also approved and inspected by the Driver Education Unit.

The Pupil Transportation Unit oversees more than 135 public school bus services and school districts. This unit is responsible for conducting criminal and motor vehicle background checks on more than 3,500 school bus drivers and oversees the inspection of over 3,200 school buses. In addition to safety inspections by an official inspection station, school buses are mechanically inspected once a year by a state-certified inspection mechanic before they are authorized to carry passengers. This Unit assists in the investigation of all school bus crashes and thoroughly investigates complaints regarding school buses and school bus drivers. School bus companies are audited to ensure compliance with the administrative rules governing school bus transportation.

The Title Bureau is led by Administrator Jennifer O'Leary, two supervisors, and 25 full- and part-time employees. During fiscal year 23, the Title Bureau was responsible for issuing 338,230 certificates of title. A Certificate of Title is primarily issued to the vehicle owner to prove ownership of a motor vehicle and to record information concerning any liens owed at the time of the issuance of the title.

Highlights for the Title Bureau include implementation of process improvements to increase productivity and cross training of 15 employees across the division to assist in processing during high-volume time periods such as after holidays or during motor vehicle sales events. The addition of these other division employees in a 10-week period resulted in a 23-day reduction in average processing time. Currently, the Bureau is working toward technology improvements for title issuance, which should minimize the amount of manual input of title applications. Implementing these technology improvements such as



Motorcycle Rider Coach Henry Giasson instructing one of the 1,187 students that attended a Motorcycle Rider Training Course during fiscal year 23.

e-title and e-lien will no longer require assistance from other Bureaus.

Another highlight for this Bureau is the implementation of additional, updated fraud training for all bureau employees and increased cross training in all areas of the Bureau.

The Operations Bureau is overseen by an Administrator, 24 supervisors, and 99 full- and part-time employees and is responsible for in-person customer transactions at the 14 locations around the state. This fiscal year saw a 20% increase of customer-facing transactions over last fiscal year for a total of 403,590.

Highlights for the Operations Bureau this fiscal year focused on expanding services.

Non-US Citizen Transactions: In fiscal year 23, the DMV added additional services to some of our substa-

IN-PERSON TRANSACTIONS	
# of Appointments (all locations)	199,090
Average Wait Time - Appointment	11 minutes
# of Walk-ins (all locations)	204,500
Average wait time - Walk-in	29 minutes

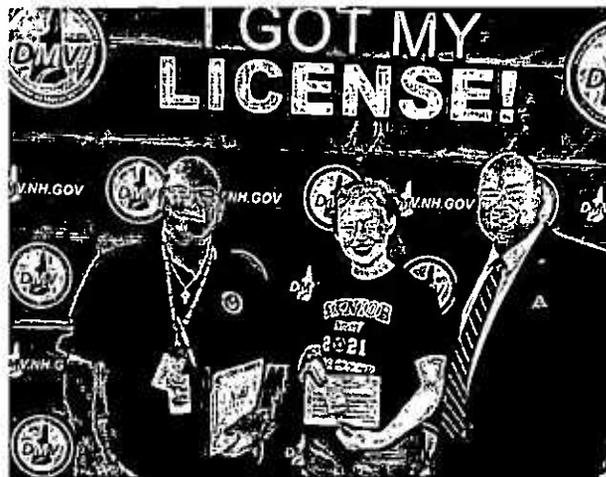
tions. In Nashua and Manchester, employees were trained on what documents are accepted for customers that are not US Citizens. This allows customers with non-US documents the ability to make appointments in those locations instead of coming to the Concord DMV Office only. (Historically, first-time, non-US applicants were required to come to the Concord office). This change has received incredible positive feedback from community members throughout the state.

Contact Center: In fiscal year 23, the DMV finished the project of setting up space in its Gorham location for employees to answer DMV phone lines. This provides for more coverage as well as more job opportunities in the northern part of the state.

Additional Saturday Hours: In summer 2022, and in June 2023, the DMV opened several locations throughout the state for appointments on Saturdays. This allowed the DMV to keep appointments during regular business hours during the week at a reasonable appointment availability and allowed customers that may have difficulty coming in during the week, an additional opportunity on a weekend. This proved to be a huge success and the DMV will continue to utilize this model in the future.

The Bureau of Registration is led by Administrator

Jeffrey Oberdank, two supervisors, and 19 full- and part-time employees and is responsible for overseeing the annual registration of all types of motor vehicles, motorcycles, boats and trailers, and the regulatory oversight of the Municipal Agent Program. This program authorizes employees from all 234 New Hampshire communities to process and issue motor vehicle registrations for residents of their municipality. Currently, there are a total of 1,648,951 valid vehicle registrations and 106,489 registered boats in New Hampshire.



The new I GOT MY LICENSE backdrops are at every DMV office to help customers celebrate getting their first license.

The Dealership and Inspection Unit oversees and monitors the operation of 1,647 authorized motor vehicle dealerships and 1,919 inspection stations throughout the State. The On-Board Diagnostics (OBD) and Safety Inspection Program is a decentralized program with more than 1,900 DMV-licensed inspection stations around the State. Safety and emission test results for approximately 1.4 million OBD-qualifying vehicles are reported electronically to the State.

The International Registration Plan (IRP) is a registration reciprocity agreement among US states and Canadian provinces that provides for payment of registration fees on the basis of fleet miles operated in the various jurisdictions. Under the terms of the agreement, one jurisdiction will collect the apportioned fees and divide them among the other IRP jurisdictions according to a formula based on the percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. There are currently 12,099 apportioned registered vehicles in New Hampshire. One of this Bureau's highlights during the past biennium included a complete modernization effort of the IRP business unit as a result of a Federal Motor Carrier Administration improvement grant. This modernization project im-

proved software services and created an online portal for IRP registration renewal. The Bureau also opened a customer-facing location in the Concord and Salem DMV offices. Services are now offered at three physical locations. The results of the modernization effort drasti-

FINANCIAL RESPONSIBILITY	
Accident Reports	
Electronic Received	20,491
Manual Entry	12,629
Plea by Mail	
Electronic Received	40,265
Manual Entry	14,930
Tickets Paid Online	29,148
Not Guilty Plea Online	1,462
Tickets Paid Manual Entry	20,530
Not Guilty Plea Manual Entry	8,244
Convictions	
DWI	3,433
Mobile Device	2,987
Reckless Operation	5,637
Operating After Suspension	5,518
Motor Vehicle Record Requests	
Online Processed	6,080
Manual Processed-Paid	20,491
Manual Processed-Unpaid	132

cally reduced the processing time for customers.

The Bureau of Financial Responsibility is led by Administrator Kathy O'Neal, three supervisors, and 29 full- and part-time employees. This Bureau is responsible for motor vehicle records, including accident reports, ticket payments and how they are pleaded, suspensions and revocations.

Some highlights during this biennium include reducing the amount of manual input by employees. Financial Responsibility continues to work closely with the Justice One Network team and the Office of Highway Safety to add several new local law enforcement agencies with the e-Citation and e-Crash application process. These processes allow citations and accident reports to be transmitted electronically, allowing this Bureau to maintain an extremely low backlog as well as the ability to produce accurate statistics on accident data in a timely manner.

The State-to-State (S2S) Verification Service, and the

Commercial Driver License Information System (CDLIS) both allow states to electronically check with all other participating states to determine if an applicant currently holds a driver license or identification card in another state. This process limits a person to one driver license, enables a state to determine whether a person holds a driver license or identification card in another state, and enables a state to send a request to another state to surrender or invalidate a driver license or identification card.

The DMV S2S and CDLIS Helpdesk has reduced the approximate 20,000 duplicate out-of-state records over the last fiscal year while continuing to work through duplicates as other states come online with State to State. By successfully cross training employees in many key areas of the Bureau during this fiscal year, the Division was able to process all incoming documents and queues in a timelier manner. Most documents are now processed within 1-3 days of being received and a backlog is nonexistent. Furthermore, by revising the Bureau's Phone queue coverage process to make it a shared role has allowed employees time off the phones, which has helped to stem the turnover rate of phone queue personnel.



DMV Security Officer Rovane Nickson standing in front of newly installed security glass at the Concord DMV.

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Division of State Police

In Fiscal Year 2023, the Division of State Police...

- Stopped 73,634 motor vehicles;
- Arrested 985 impaired drivers;
- Conducted 6,330 criminal investigations; and
- Conducted 10,012 commercial vehicle inspections and weighing of commercial vehicles.



Colonel Mark B. Hall
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

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 fewer than 3,000 people, concurrent motor vehicle jurisdiction statewide and primary jurisdiction on all interstate highways. Division members are empowered to carry out law enforcement functions in all other locations when they observe a law violation, are in pursuit of an investigation or a violator or are requested to assist by local authorities, the Attorney General or the Governor.

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

Colonel Nathan A. Noyes served as Director of the Division of State Police during the 2023 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% 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, from the Canadian border to the north, to the Maine border to the east, the Vermont border to the west and the Massachusetts border to the south. In each of these directional quadrants are communities that do not have their own police department, some by choice and others by virtue of their limited population and funding base. In these communities, Troopers provide the whole range of law enforcement services in lieu of a police department. The Bureau also provides routine assistance to communities with limited or part-time police departments in addition to being a

resource for larger agencies upon request.

Additionally, Fiscal Year 2023 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.



State Trooper Stephen Galvin of Troop A conducts a motor vehicle stop while on patrol.

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 bordering 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 2023 fiscal year, Troop A Troopers stopped 20,402 vehicles, arrested 162 impaired drivers and investigated 865 motor vehicle crashes. Criminal arrests totaled 532 and Troop A conducted a total of 735 criminal investigations.

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 2023 fiscal year, Troop B Troopers stopped 8,997 vehicles, made 658 arrests, 197 of which were for impaired drivers. Troopers Investigated 1,035 traffic crashes and initiated 784 criminal investigations.

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 2023 fiscal year, Troop C Troopers stopped 9,775 vehicles, arrested 117 impaired drivers, investigated 276 traffic crashes and conducted 1,114 criminal investigations.

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

During the fiscal year, Troop D Troopers stopped 143,101 vehicles, arrested 276 impaired drivers, investigated 998 traffic crashes and conducted 1,105 case investigations.

Troop E. Headquartered in Tamworth, Troop E is a large gateway to the northern regions of New Hampshire. Troop E is responsible for providing patrol coverage throughout Belknap and Carroll Counties. This area encompasses 29 towns, many of which rely on Troop E for primary law enforcement services, and the City of Laconia, which has a population of over 16,800 residents. The geographical area of Troop E includes the Lakes Region, which has the largest lake in

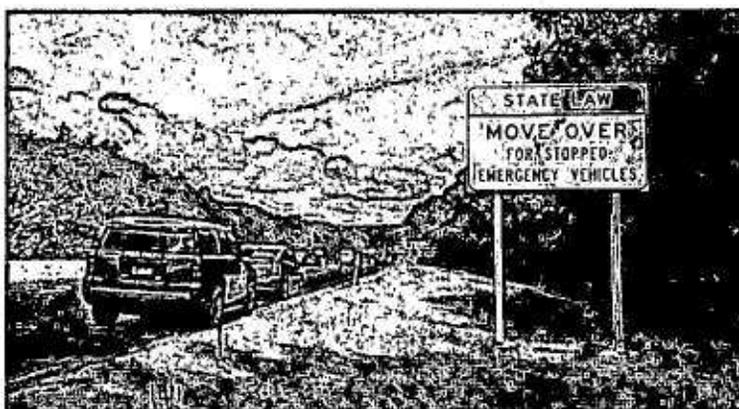
New Hampshire, Lake Winnepesaukee, and the Mount Washington Valley Region, which includes many skiing destinations, state parks, notches and other scenic byways.

During the fiscal year, Troopers handled 14,526 calls for service, initiated 11,518 motor vehicle stops, responded to and investigated 109 motor vehicle collisions, made 204 arrests, of which 73 were impaired drivers, and handled a total of 557 investigations.

Troop F. Headquartered in Twin Mountain, Troop F is responsible for providing police services throughout Coos and Grafton Counties. This area comprises 39% 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 backcountry roads. New Hampshire shares 42 miles of international border with Canada to the north. This region also hosts millions of vacationers who visit this part of the State during the year.

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

During fiscal year 2023, Troop F Troopers identified and addressed 10,444 vehicle violations, and conducted 1,422 case investigations. Of those investigations, 356 led to a custodial arrest of which 82 were arrested for Driving Under the Influence. Troopers also investigated 482 motor vehicle crashes. Calls for service in Troop F rose to a total 19,041.



A State Trooper assigned to Troop G conducts a motor vehicle stop.

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

During the 2023 fiscal year, the

DMV Task Force certified 68 individuals as school bus instructors and 86 commercial driving school instructors, licensed 71 driving schools and prosecuted 33 administrative hearings pertaining to school bus drivers and driving schools. Troop G personnel presented 24 *Teens and Trucks* and six *Community Outreach and Betterment* presentations and investigated several school bus crashes. Troop G detectives assigned to the DMV Task Force conducted 68 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 1,780 authorized New Hampshire auto dealerships and 2,101 official automotive inspection stations throughout the State.

During fiscal year 2023, AEI program continued to be successful in conjunction with our field enforcement Troopers. The cooperative effort resulted in 808 audits of dealerships and inspection stations and 1,027 mechanic certifications. In fiscal year 2023 14 all-in-one inspection certifications were completed in partnership with the New Hampshire Auto Dealers' Association. Troop G personnel, in conjunction with the Division of Motor Vehicles, also held 24 monthly automobile inspection classes.

In fiscal year 2023, Troop G Troopers served 570 habitual offender notices at the request of the Department of Safety Hearings Bureau and worked in conjunction with the DMV to conduct 2,430 salvage inspections and 77 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 also are 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 9,165 commercial vehicle inspections and the weighing of 847 commercial vehicles. During this year, Troopers discovered 10,321 commercial vehicle violations, of which 1,989 were deemed out-of-service violations where either the driver or vehicle was forbidden to continue

operating. Working with the Federal Motor Carrier Safety Administration, Troopers assigned to the New Entrant Program conducted 225 motor carrier company safety audits as well as industry outreach and monthly overview training. Troop G also has specially trained Troopers who conduct dyed fuel testing of special fuels to ensure all applicable state and federal taxes have been paid. During fiscal year 2023, Troop G Troopers inspected 591 vehicles for fuel tax violations. Troopers also performed 37.5 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 and assists the 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



The New Hampshire State Police helicopter is a Bell 407.

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

In addition to standard patrol services, the Field Operations Bureau provides Special Services to cities and towns alike:

The primary mission of the **Special Enforcement Unit (SEU)** is to monitor traffic and enforce motor vehicle laws with the goal of making the highways safer. This is accomplished through the use of a Cessna airplane and marked and unmarked cruisers. A Bell helicopter is used to assist in searches for missing and wanted persons, drug surveillance, presidential and vice-presiden-

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

In fiscal year 2023, the plane flew 84 traffic enforcement missions throughout the State, equating to approximately 215 hours of flight time resulting in 2,490 reported events. These efforts helped to remove some of the most aggressive drivers from New Hampshire's roadways. Out of the total, 72 were for speeding offenses over 100 MPH and 698 were for speed offenses over 90 MPH. The Unit also charged 21 individuals with Operating after Suspension and 71 individuals for Reckless Operation. Two individuals were charged with Driving While Intoxicated.

In addition, the Unit conducted 10.5 hours of surveillance flights and made 12 arrests for a variety of motor vehicle and criminal code violations.

In fiscal year 2023, the State Police helicopter flew 57 missions for a total of 89.5 hours during search and rescue and other law enforcement missions.

In fiscal year 2023, the division was the recipient of 23 Autel drones and 1 Brinc drone to complement two



A State Police Canine Team participates in training.

assisted the CAR Unit, Major Crime, SERT, SWAT as well as the Attorney General's office and many local police departments.

Canine Unit. 18 State Police Canine Teams are comprised of a specially trained Trooper and dog and are geographically assigned to all Troops within the State.

All Teams are trained and certified to New England State Police Administrators Conference (NESPAC) standards. The State Police Canine Unit continues to respond to a large number of patrol, narcotics and firearms detection calls for service, public relations demonstrations, school searches, prison searches, search and rescue missions and human remains detection searches. During fiscal year 2023, the Canine Unit was involved in 483 missions.

The Drill Team is the ceremonial and honor guard unit for the Division of State Police. Each year, the Drill Team participates in events around the State and New England, including parades, sporting events and civic ceremonies. The Drill Team also is tasked with participating and assisting in police funerals and memorials.

During fiscal year 2023, the Drill Team participated in 32 events, including the Manchester St. Patrick's Day Parade, New Hampshire Police Standards and Training Council Academy Graduations and the Summer and Winter New Hampshire Special Olympics, Counsel of State Governments Conference, NESPAC Women's Conference and more. The Drill Team participated in 60% more events than in fiscal year 2021.

The Drill Team also participated in, or attended, 10 funerals/wakes in fiscal year 2023. The funerals were 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.

The Drug Abuse Resistance Education (D.A.R.E.) Program teaches students good decision-making skills to help children lead safe and healthy lives. State Police is responsible for overseeing the entire program throughout the state and works with D.A.R.E. America to ensure the proper delivery of the program. State Police D.A.R.E. personnel are responsible for planning and conducting the training of new D.A.R.E. officers in the Northeast Region and maintaining the certifications of current New Hampshire D.A.R.E. officers.

There are approximately 90 D.A.R.E. officers in New Hampshire. The program was presented in almost 80 community schools and the K-4, elementary and middle school programs were delivered to nearly 8,000 students.

The annual D.A.R.E. Classic 5K road race was scheduled to be held in September 2023. All race proceeds help support the New Hampshire D.A.R.E. Program and fund educational classes throughout the state.

Additionally, the New Hampshire State Police and the Northeast Regional Training Team hosted a D.A.R.E. officer training in 2021 and 2022 at the National Guard

training facility in Pembroke. Combined, our team trained over 40 D.A.R.E. officers during those two years.

The Drug Recognition Expert (DRE) Unit consists of highly trained Troopers skilled in the detection of drivers impaired by substances other than alcohol or a combination of alcohol and substance(s). During fiscal year 2023, the DRE Unit conducted 46 drug influence evaluations for prosecution. The Division currently has 23 Drug Recognition Experts and 10 Drug Recognition Expert Instructors. The DRE Unit Instructors trained 77 law enforcement officers in Advanced Roadside Impaired Driving Enforcement (ARIDE), 238 law enforcement officers in Standardized Field Sobriety Tests (SFST), 14 law enforcement officer in SFST refresher, 13 new Drug Recognition Experts (DRE) and four new DRE instructors statewide.

The DRE Unit, in conjunction with local partners, provides 24-hour DRE response to all law enforcement agencies Statewide.

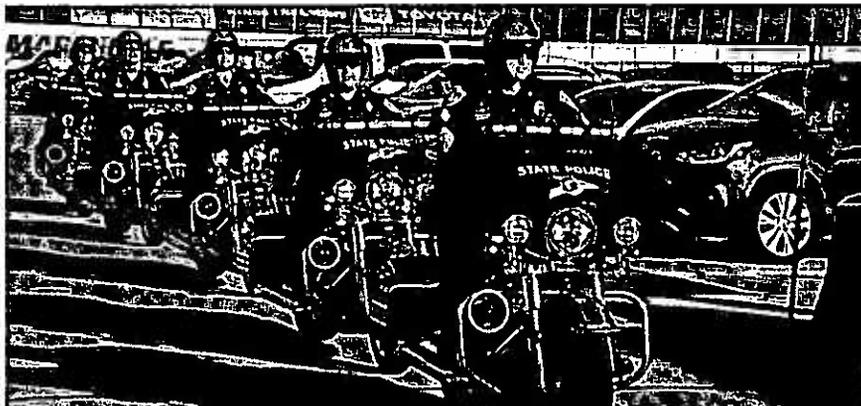
The Bomb Squad takes custody of and disposes of all found, abandoned, forfeited and seized materials and devices containing explosives, explosive materials or explosive chemicals. Members of the Bomb Squad are trained to conduct post-blast investigations, provide technical support to investigators in the area of explosives and hazardous devices and testify in court as persons with special knowledge in the field. The Squad 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 Bomb Squad has certified explosive detection canine teams available to respond anywhere in the State.

The Bomb Squad maintains eight fully equipped emergency response vehicles. They also maintain one containment vessel designed for the detonations of up to 10 pounds of C-4 plastic explosives and designed to safely contain chemical, biological or radiological hazards that may be encountered.

There were 613 requests for service during the fiscal year, an increase from the 536 recorded in the previous fiscal year. The unit trained and certified two new bomb technicians to fulfill its Target Staffing Level (TSL) as set by the National Bomb Squad Commanders Advisory Board (NBSCAB) and the Federal Bureau of Investigation (FBI).

The Motorcycle Unit is utilized in several different ways, ranging from charity and static display events to

funerals and joint enforcement patrols with local departments. During the 2023 fiscal year, the Unit was the recipient of five 2022 Harley Davidsons, which were immediately introduced into the fleet and utilized from July 1, 2022 to June 30, 2023, the Motorcycle Unit received 84 requests for services. Which included support and participation in several charity rides for worthwhile causes such as Toys for Tots, the Police Fire EMS



The State Police Motorcycle Unit at New Hampshire Motor Speedway in Loudon.

Foundation and many veteran-supported programs. They also conducted static displays at Touch a Truck and National Night Out events, and they represented the State during New Hampshire Day at the Big "E" in Springfield, Massachusetts. The Unit further assisted with funeral escorts, conducted riding demonstrations and took part in public relations details with surrounding New England States.

The 100th Laconia Motorcycle Rally was held from June 10-17 and members of the Unit were assigned. In addition to their patrol and enforcement duties during the rally, members participated in the 17th annual Peter Makris Memorial Ride, the 30th Annual POW/MIA Freedom Ride, two charity rides for the Local Harley Owners Group as well as charity events for the Speedway Childrens Charity foundation and the Hero Pups organization.

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.

Members of the **Special Events Response Team (SERT)** are trained in crowd/riot control formations and mobile field force tactics, search and rescue, and article searching. Additionally, specific Troopers on the Unit are trained in the deployment of pepper-ball munitions,

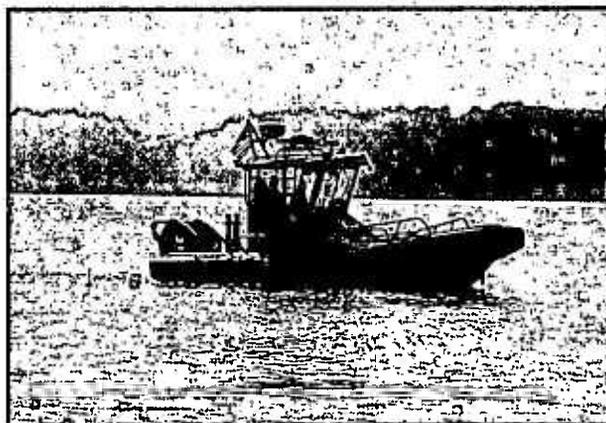
field force extrication (defeating protester devices commonly known as "sleeping dragons") and one Trooper is an emergency medical technician (EMT). Currently, the team is comprised of a unit commander, an assistant unit commander and an additional 30 members with representation from all troops within the division.

SERT members are assigned to such calls for service that are prone to draw large crowds and have the potential for civil unrest and disturbances. Some of these events include Hampton Beach, Laconia Bike Week, governmental meetings, and political activist rallies around the state.

SERT has been used extensively to assist the State Police Major Crime Unit in searching for evidence in homicide investigations.

The SERT Unit continues to train with numerous partner agencies to ensure interoperability between units, both in terms of resources and tactics. Some of these units include the Maine State Police, Vermont State Police, Central New Hampshire Special Operations Unit, Manchester Police Department Mobile Field Force Team, The New Hampshire National Guard, and numerous local law enforcement agencies.

The SERT Unit responded to 13 events this fiscal year.



Members of State Police Marine Patrol on the Atlantic Ocean.

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 cer-

tified 10,104 new recreational boat operators, issued 4,789 mooring permits and 1,048 water event permits and investigated 40 reportable boating accidents and 18 drownings. Officers contacted a total of 1,707 vessels. During these contacts, officers made 20 arrests, issued 583 citations, and 1,864 warnings for various boating violations. Officers made 7 arrests for Boating Under the Influence and handled 1,777 calls for service across the state.

Marine Patrol also tested and licensed 433 new commercial boat operators, issued 672 commercial boat registrations and inspected 530 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 facilitates the hiring of ethical, talented and motivated candidates and the molding of competent, well-trained Troopers. The Unit streamlined the processing and subsequent hiring of State Office Complex Police Force Officers, civilians and part-time Marine Patrol Officers.

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.

New State Troopers train extensively during their first year of service. Training includes attendance at the New Hampshire Police Standards and Training Council's 16-week police academy, and two separate three-week State Police in-house academies referred to as Field Proficiency Training. Troopers successfully satisfying Field Proficiency Training are assigned a patrol responsibility and participate in a 65-day Field Training Program and are then monitored and evaluated as Probationary Troopers on solo status until the conclusion of the probationary year.

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 also has 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 Transpar-

ency (LEACT). Such disciplines include Implicit Bias and Cultural Responsiveness, Ethics, and De-Escalation, along with increasing annual training hours from 8 to 24 by 2024.

The Policy & Compliance Unit was established in February 2022 within the Operations Bureau and is comprised of a Lieutenant (Unit Commander), a Sergeant, and a part-time accreditation manager. The Unit falls under the purview of the Quality Assurance & Compliance Captain. This small team is responsible for drafting, updating, and disseminating all New Hampshire State Police policies,

including general and special orders. Members of the Unit work closely with Command Staff, sworn and civilian State Police personnel, partnering law enforcement agencies, and subject matter experts to ensure that Division policy is solidly based on fairness and best practices that protect both the Division employees and the public.

The Policy & Compliance Unit also maintains stringent accounting of mandated requirements such as annual training and physical fitness certifications. Unit members orchestrate and analyze audits of Division activities such as reporting requirements, evidence room inspections, body-worn camera utilization and juvenile detention procedures.

The Policy & Compliance Unit also will work to attain and manage accreditation through the newly created New Hampshire Law Enforcement Accreditation Commission (NH LEAC) program administered by the Police Standards & Training Council...

The State Office Complex Police Force (SOCPF) includes 10 full-time sworn police officer positions, three full-time dispatcher's positions, one part-time dispatcher position and five non/sworn Security staff. SOCPF members provide the primary police coverage to the Hugh Gallen State Office Complex, which includes 36 State office buildings and agencies including the New Hampshire Hospital through the enforcement of federal, state and local laws and internal policies and procedures. 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 coordinates with various nonprofit



The State House Security Unit provides high-level security to the State House complex.

and local organizations in planning events that use the campus as the venue, during which the SOCPF focuses on traffic and crowd control. The events bring thousands of additional people to the campus.

The SOCPF Police Officers responded to 8,258 calls for service during the 2023 fiscal year, including but not limited to the following: 583 Psychiatric Emergencies, 35 missing person or escapee incidents, nine threats, 75 domestic violence order services, 275 alarms, 26 sex offender registrations, 10 arrests, 638 Admissions, 100 Assistance Requested or Response for a

Governor Hugh J. Gallen State Office Complex Agency and 83 Assist to Outside Law Enforcement Agencies.

The mission of the 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 including 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.

State Police Troopers also provide services as Extra Duty Details. They provide law enforcement services at construction sites, escort oversized 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.

Auxiliary Troopers are certified officers who 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 Division of Motor Vehicles, 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 Investigative Services Bureau directs and coor-

dinates the Division's investigative operations through its specialized units: Major Crime, Collision Analysis and Reconstruction (CAR) Unit, Mobile Enforcement Team, Narcotics Investigations, Polygraph and Special Investigations Unit.

The Major Crime Unit's primary responsibility is the investigation of homicides throughout the state. 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 2023, the Major Crime Unit responded to 60 calls for service including 19 full callouts for 15 homicides and four officer-involved shootings. The remainder of the calls for service were other death investigations (including several suspicious and untimely deaths that were later determined to be natural, accident, or suicide), assaults, violent felonies, sexual assaults, drug/firearms offenses, prison escapes and miscellaneous outside agency requests for assistance. The 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 persons and suspicious death incidents.

In 2022, the Collision Analysis and Reconstruction

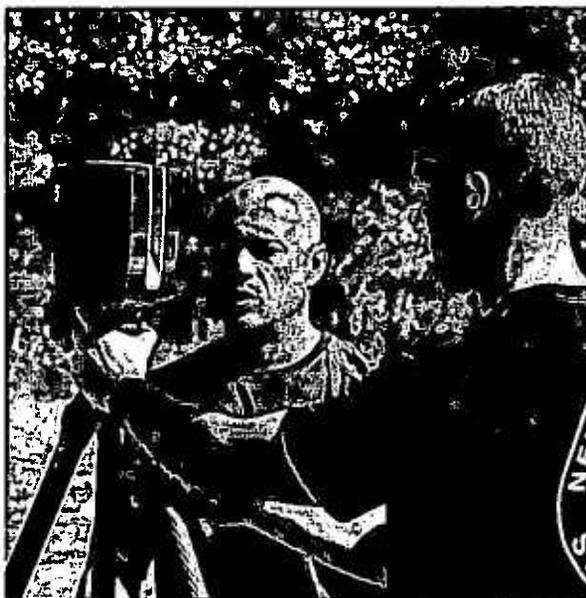
(CAR) Unit was moved from Operations to the Investigative Services Bureau. The unit is composed of one Sergeant and four full-time positions. In addition to the full-time members, there are 11 part-time Unit members that are assigned strategically throughout the state for the purpose of providing a strong support role to assist state and local officers in collision investigations. The CAR Unit also has one victim liaison who responds to nearly every fatal crash covered by the CAR Unit, who

has been instrumental in being the immediate contact for the victims' family members after the crashes.

Unit members have specialized training in the field of motor vehicle collision reconstruction and crash investigation. During fiscal year 2023, Unit members conducted 53 investigations including fatal crashes and assisting local agencies with vehicle downloads. Many of the 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 investigations during this time period, 27 cases involved a fatal crash with the remainder of the investigations involving serious bodily injury. As technology evolves and vehicles contain more data, crash investigations get more complex and unit members have attended multiple trainings to expand their knowledge and capabilities.

The Narcotics Investigations Unit (NIU) 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 other law enforcement agencies, some members of the Unit are assigned to task forces including 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



Members of the Major Crime Unit (MCU) review technology that captures images of crime scenes.

(HIDTA), U.S. Postal Inspectors and FBI Safe Streets Gang Task Force.

The Unit initiated 41 cases and assisted in an additional 50 cases during this fiscal year. These cases involved marijuana, cocaine, crack cocaine, MDMA, heroin, fentanyl, methamphetamine, oxycodone and other prescription drugs.

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

In addition to conducting undercover covert operations, NIU continues to participate in discussions surrounding new strategies of education, prevention, treatment and recovery.

The Mobile Enforcement Team (MET) 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 MET is assigned as the Uniform Enforcement Division of the NIU.

In addition to the detection and enforcement of illegal drug trafficking and criminal law violations, MET is also integrated with drug enforcement units such as the 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 New Hampshire Drug Task Force.

MET works closely with law enforcement agencies throughout New England to identify individuals and organizations involved in the trafficking of illegal narcotics, human trafficking and other criminal activity entering and passing through the State of New Hampshire.

The Polygraph Unit conducts exams related to crimes that 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 State Trooper candidates as well as for other state agencies such as the New Hampshire Fish and Game Department, the State Fire Marshal, Marine Patrol, the Liquor Commission, the Division of Forests and Lands, as well as Homeland Security and Emergency Management. The Unit consists of seven members, one commander and six additional examiners, who travel throughout the state conducting these exams. The Polygraph Unit conducted 107 examinations for fiscal year 2023.

The Special Investigations Unit (SIU) is a dedicated group of highly specialized investigators to combat the rise of computer crimes and cyber threats and to investigate other specialized crimes such as financial crimes, organized crime, human trafficking and fugitive apprehension.

SIU members work independently and in conjunction with a variety of local, state and federal law enforcement agencies. Working in collaboration with other law enforcement agencies, some members of the Special Investigations Unit are assigned to task forces including the FBI Cyber Task Force, New Hampshire Internet Crimes Against Children Task Force (NH ICAC) and the Human Trafficking Task Force through Homeland Security Investigations (HSI).

During fiscal year 2023, the Special Investigations Unit conducted and/or assisted other local, state and federal law enforcement agencies in approximately 82 investigations.

The Justice Information Bureau is tasked with Criminal Justice Information Services (CJIS) and oversight in project management. The JIB also maintains continued efforts to ensure Troopers in the field have reliable tools and the technology necessary to provide critical services to the residents and visitors of New Hampshire. No less important is providing the tools and technical support to the civilian staff of the division so they can

MET activity for FY 2023	
• Total Arrests	109
• Felony Drug Arrests	107
• Assist Other Agencies (NIU, DEA, FBI, HSI, DTF)	429
Drugs Seized	
• Cocaine	17,620.50 grams
• Crack Cocaine	925.20 grams
• Heroin/Fentanyl	13.73 kilograms
• Methamphetamine	23.9 kilograms
• Psilocybin Mushrooms	36.50 grams
• Ketamine	10 grams
• Narcotic Pills	56 Dosage Units
• Marijuana	1,434.18 grams
• U.S. Currency Seized	\$150,206
• Firearms Seized	5

provide services to both internal and external customers. The Justice Information Bureau is comprised of the following Units, Sections and Systems:

- Criminal Records Unit
- Criminal Justice Information Services / Security
- Digital Evidence
- 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 **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, 181,073 CHRI requests were disseminated of which 53,554 Applicant New Hampshire checks were on the portal, 48,6831 New Hampshire checks were disseminated manually, 32,685 FBI fingerprints were disseminated to the agencies via the portal, and 28,435 FBI fingerprints were disseminated manually to the agencies, and 17,768 were fee exempt disseminations. Additionally, the Criminal Record Unit received 100,890 CAAFF's (Complaints as Accepted for Filing), 124,153 court dockets, 4,906 annulments from New Hampshire Courts, with 74,019 criminal and applicant ten-prints being processed by the Central Repository.

The unit is consistently reporting a turnaround time of three days or less for New Hampshire criminal conviction checks and 5-7 business days for fingerprint-based FBI checks. Pop-up fingerprinting events continue to be an important tool for both the licensing agencies as well as the unit in ensuring that applicants are fingerprinted in a timely manner. The Supervisor of the unit also takes an active role in the process of new legislation and testifies on behalf of the Department of Safety regarding how new laws would affect the licensing and dissemination of records. As those new laws are passed, the State Compact Officer-SCO (Supervisor) or the Chief Security Officer- CSO submits the new legislation to the FBI legal department (CJILU) to stay in compliance with the FBI.

During fiscal year 2023, the **Uniform Crime Report (UCR) Unit** has preliminarily received 45,629 offenses

and 32,827 arrests from state, county and local law enforcement agencies. . . These statistics are reported using the FBI's National Incident-Based Reporting System (NIBRS) guidelines and specifications.

The **Communications Unit** is a centralized dispatch center and is currently staffed out of two locations: the Department of Safety's Incident Planning and Operations Center (IPOC) in Concord and Troop F in Twin Mountain.



A member of the State Police Communications Unit answers a call at the Department's IPOC in Concord.

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, the Bureau of Liquor Enforcement, the 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 also the after hours provider for other state agencies such as the Division of Homeland Security and Emergency Management, the Attorney General's Office and the Medical Examiner's Office. It also maintains electronic lines to the National Weather Service Alert System, Emergency Alert System (EAS) and the Seabrook Station Nuclear Power Plant.

The Unit is also responsible for receiving all nationwide law enforcement electronic messages, including the data entry system for 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) and 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 immedi-

ate 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 and Emergency Management during natural disasters, critical incidents and training exercises.

During this year, Headquarters Communications ran short-staffed. Unit members tirelessly assumed additional shifts to cover vacancies and ensure the safety and welfare of all residents and visitors within New Hampshire as well as our personnel. True professionalism can be seen in all of the communications specialists and their supervisors.

Total Calls for Service (CFS): 136,544.

The mission of the **J-One (One Network Environment for Justice) 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 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 that increases officer and public safety; and
- 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. The data transmission system includes eCrash, eComplaint, eCitation, Complaints as Accepted for Filing (CAAFF), Dispositions, Uniform Charge Table (UCT), LiveScans (Electronic Fingerprint Based - Background Checks) and Intoxilyzer(s).

Overall, there are 110 agencies running all three eSuite initiatives (eCrash, eComplaints, eCitation), 129 agencies are running eCrash, 127 agencies are running eComplaint, 114 agencies are running eCitation with continued expansion expected throughout the state.

UCT: 294 charges were either added (287) or updated (7) into the UCT for fiscal year 2023.

Intoxilyzer 9000 Project: Continuing statewide rollout and establishing VPN connectivity with identified server. 81 out of 108 sites has been completed for municipi-

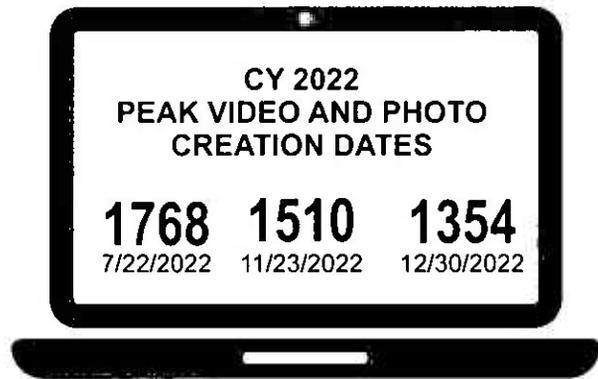
ties. All State Police sites have all been connected successfully.

AFIS – LiveScans: Phase II AD integration is underway. 72 LiveScan Stations are currently operational with the intent to purchase 10 more.

The Digital Evidence Unit (DEU) is responsible for overseeing the following activities:

- Maintaining body-worn camera's (BWC);
- Maintaining in-car video systems (ICV);
- Managing the digital evidence collected from these systems;
- Maintaining wireless access points (Waypoints) throughout the state;
- Responding to 91-A requests;
- Assisting with discovery requests;
- Performing redactions as needed on video and audio collected; and
- Assisting Troopers in gathering videos on large investigations.

Calendar year 2022 saw a 12-month execution of the DEU, in which time the unit was able to effectively implement the unit functionality, develop policies and procedures and increased the amount of 91-A's processed to 10. Additionally, the unit overall processed a total of 145,797 videos and photographs.

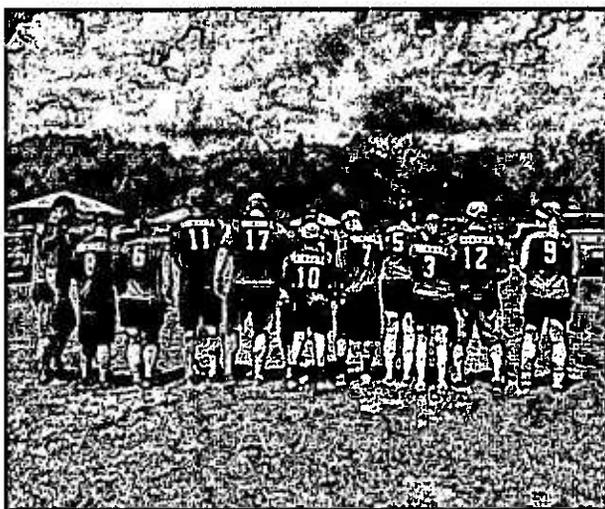


The **National Crime Information Center (NCIC) Unit** continues to play an integral role in the exchange of data between the law enforcement community and the Federal Bureau of Investigation (FBI). The mission of the NCIC Unit is to develop and disseminate knowledge about crime, criminal justice information and deviance through a 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 2023, Unit personnel provided specialty instruction to approximately 175 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 4,374 sworn and civilian personnel are maintained and current. In addition to being trained, an agency wishing to gain access to SPOTS via a desktop or laptop must obtain a license for the software. The Unit currently manages 812 Open Fox Messenger licenses. Personnel continue to see an increase in the number of warrants being issued by superior and circuit courts.

The Permits and Licensing Unit performs background checks on individuals applying for non-resident concealed pistol licenses, armed and unarmed private investigator licenses, armed and unarmed security guard licenses, armed and unarmed bail bondsman licenses



Members of State Police Troop A participated in a softball tournament to benefit loved ones of fallen officers.

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 7,488 licenses. Of those, 5,567 were for non-resident concealed pistol licenses. Also represented in the overall license issuance are 22 licenses for the sale, use, purchase, and transport, 75 storage of explosives and fireworks, 4 licenses to market and sell explosives, 17 explosive competency, 1,692 individual armed and unarmed licenses and 111 agency licenses. During fiscal year 2023, the Permits and Licensing Unit collected \$670,444 in revenue.

The State Police Gun Line is operated within the Permits and Licensing Unit and received 61,592 requests from Federal Firearms Licensed dealers requesting background checks on New Hampshire residents purchasing handguns commercially during this fiscal year with 488 of those attempted purchases being 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. Offenders are required to register with their local police departments either quarterly or semi-annually. In addition, they are required to report any change in their personal information within five business days, including temporary addresses, vehicles, telephone numbers and e-mail accounts. That information is sent to the registry for daily updates. The Sex Offender Registry received an average of 249 forms a week during this past fiscal year. Those forms are entered by a staff member to update the public website and updates 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. On average, 221 offenders are non-compliant each month. With the use of grant funding and an Auxiliary Trooper, the list is reviewed and updated frequently.

Offenders pay an annual \$50 registration fee. There is an average of 100 offenders who fail to pay their registration fee each month. A hearing is scheduled to determine if a license suspension is warranted. 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 5,300 verifications this fiscal year, of which 4,465 were completed in person. 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



State Police assists with collecting gifts for Toys for Tots each year.

these events by committing the appropriate personnel with the most up-to-date information available for their presentations. State Police utilizes social media, radio, television, and print media to promote public safety. Each week, members of the division participated in a weekly radio

criminal episode. If an offender does not agree with the determination made by the Sex Offender Registry, he/she can request a hearing to dispute that determination. The 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 fiscal year 2023, there were a total of 7,919 offenders, which is an increase of 176 offenders since July 2022. Of the total number of offenders, 3,031 are actively registering throughout the state of New Hampshire with their local jurisdictions. The large increase in offenders each year adds to the work of our paralegal who is responsible for gathering all documents for determination of new offender registration requirements. In many cases, a new offender is only coming into New Hampshire for a brief visit or temporary work assignment. Our office is still required to prepare and enter that offender even though they may only be active for a week or less. We have a total of 2,645 offenders on the public list under Megan's Law.

The Sworn member of the unit also takes an active role in the process of new legislation and testifies for the Department of Safety regarding how new laws would affect registration and enforcement.

The Division's Community Outreach and Public Information Officer works under the direction of the Director's Office, in collaboration with the Commissioner's Office, to assist various media outlets and public relations partners.

Media Relations and Community Outreach. State Police offers the residents and visitors of New Hampshire presentations, lectures, informational campaigns and demonstrations presented by personnel. Law enforcement topics of interest range from career days and fairs, drug recognition, K-9 demonstrations, motorcycle unit escorts, explosives disposal, aircraft, parades, the color guard, tours, safe driving, personal safety, internet safety, forensics, marine patrol and federal motor carrier rules.

Every Troop and Unit contributes to the success of

Social Media Platform	
# of Followers (As of June 1, 2023)	
Facebook - (@NHStatePolice)	110,098
Twitter - (@NH_StatePolice)	24,821
Instagram - (@nhstatepolice)	54,688
LinkedIn - (@New Hampshire State Police)	2,434

segment.. In fiscal year 2023, State Police also provided substantial support to the Governor's "No Safe Experience" Awareness Campaign, a campaign to educate youth, young adults and their parents about the dangers and prevalence of fentanyl in counterfeit pills and illicit drugs.

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 news media.

The Colonel's Office oversees the Business & Project Administration Unit, Executive Security Unit, Forensic Laboratory, Peer Support Unit, Professional Standards Unit, the Special Weapons and Tactics (SWAT) Unit, the Crisis Negotiations Unit (CNU), and the Terrorism and Intelligence Unit.

The mission of the **Business & Project Administration Unit** is to direct the business and administrative functions. 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; and

- Detail Desk

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** 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 tool marks, latent impressions (i.e., finger and palm prints, footwear and tire track), serology, DNA, digital evidence, 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. Staffing levels include a total of 55 criminalist, administration and support staff positions that have enabled the Forensic Laboratory to become a state-of-the-art facility with highly trained and experienced specialists in each discipline. The Forensic Laboratory is accredited to ISO 17025 standards.

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 frequently confirmed drug in the laboratory for

the past five years. The Forensic Biology unit was the recipient of \$1.2 million in American Rescue Plan Act funding which allowed the laboratory to purchase new equipment and supplies to enable a more efficient process for the analysis of sexual assault kits and other cases with biological evidence. Once the new workflow is put in place for casework, the NHSP Forensic Laboratory will be the first lab in the world to utilize this new technology. The laboratory has also resumed providing digital evidence analyses which had to be suspended during fiscal year 21 due to resignations and a hiring freeze during the pandemic.

The **Peer Support Unit** consists of one full-time counselor and five part-time counselors who are sworn members. Its mission is to provide confidential emotional support to prevent debilitating stress and promote emotional well-being among all Division personnel and their families 24 hours a day.

The **Professional Standards Unit** is responsible for maintaining the Professional Standards of Conduct Manual, conducting ad-

ministrative investigations regarding complaints made against division members, generated 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. SWAT will respond whenever its expertise or knowledge is needed, 24 hours a day, 365 days a year. SWAT consists of 22 Troopers who are assigned to Troop stations and other duty assignments throughout the state. SWAT responded to 35 calls for service in fiscal year 2023.

The primary mission of the **Crisis Negotiation Unit (CNU)** is to conclude volatile situations with peaceful resolutions. The CNU responded to 17 calls for service in fiscal year 2023. This is a decrease of one call from previous fiscal year. The CNU assisted with a va-



Members of the State Police SWAT team.

riety of requests, including calls that involved homicide suspects, warrant service -surround and callouts along with Special Weapons and Tactics (SWAT), barricaded subjects, suicidal female teenager cutting herself and assistance with an Involuntary Emergency Admission.

One call for service stands out during fiscal year 2023. On August 23, 2022, the CNU responded to assist with a barricaded subject with reported hostages. The subject exchanged gunfire during a motor vehicle stop with a Carroll County Deputy Sheriff and then fled into his residence along with his wife and infant child. The wife called 911. A CNU member, negotiated for several hours with the subject via telephone. They built rapport and trust with the subject. Discussions also involved an outside attorney the family had contacted. CNU facilitated a peaceful surrender as all three occupants came out of the residence. CNU was able to prevent additional shots being fired, injury and damage to property. CNU remains successful when the subject is willing to participate in dialogue.

The Terrorism and Intelligence Unit (TIU) is assigned to the New Hampshire Information and Analysis Center (NHIAC). It is the responsibility of the 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 in state and federal regulations. In fiscal year 2023, the TIU continued to assist local, state and federal law enforcement with investigations. The TIU helped solve crimes in the state through information sharing and criminal case support. In addition, the TIU coordinated a comprehensive presentation on crime guns and presented to New Hampshire law enforcement alongside partner agencies.

The TIU 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 Unit continued its presence in the New Hampshire office of the FBI by assigning a Trooper to the FBI's JTTF. The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity within the state.

The TIU receives information from numerous law enforcement sources across the country and reviews this information to determine its relevancy to New Hampshire law enforcement. Depending on the relevancy, information is then disseminated to the appropriate stakeholders and stored or discarded if it does not meet the storage requirements of applicable law.

Additionally, the TIU is charged with processing criminal intelligence reports and coordinating with agencies for timely submissions of information related to Operation Granite Shield. During fiscal year 2023, the TIU received and processed 517 intelligence reports and processed 233 drug-related deconfliction requests. Tips and leads regarding criminal activity or wanted subjects are monitored and reviewed by the TIU. During fiscal year 2023, the TIU received and processed 806 tips/leads/Suspicious Activity Reports (SARs).

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



Special thanks to the Biennial Report Team

Report prepared by

Tyler Dumont

Strategic Communications Administrator

Maria Buckman

Supervisor I

Vanessa Palange

Community Outreach Coordinator

Brenda Larson

Program Specialist