



# Department Overview

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**House Finance Division II**

February 1, 2023

# Our Mission

To continually enhance the safety, security and quality of life in New Hampshire through professional, collaborative and innovative service to all.

# Our Vision

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

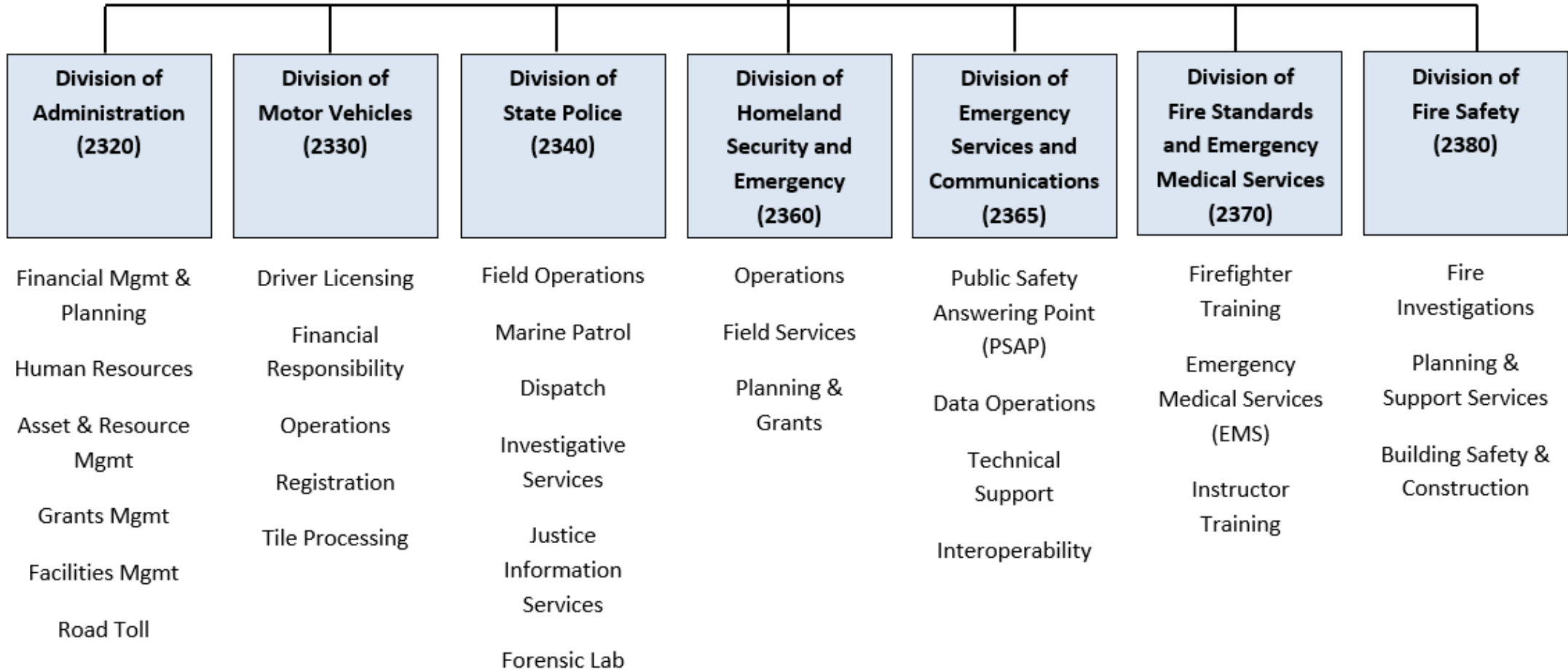


# DOS Structure

**Office of the  
Commissioner  
(2310)**

Bureau of Hearings  
Office of Highway Safety  
Legal Unit

**Authorized FT Positions**  
1,151 Classified  
13 Unclassified



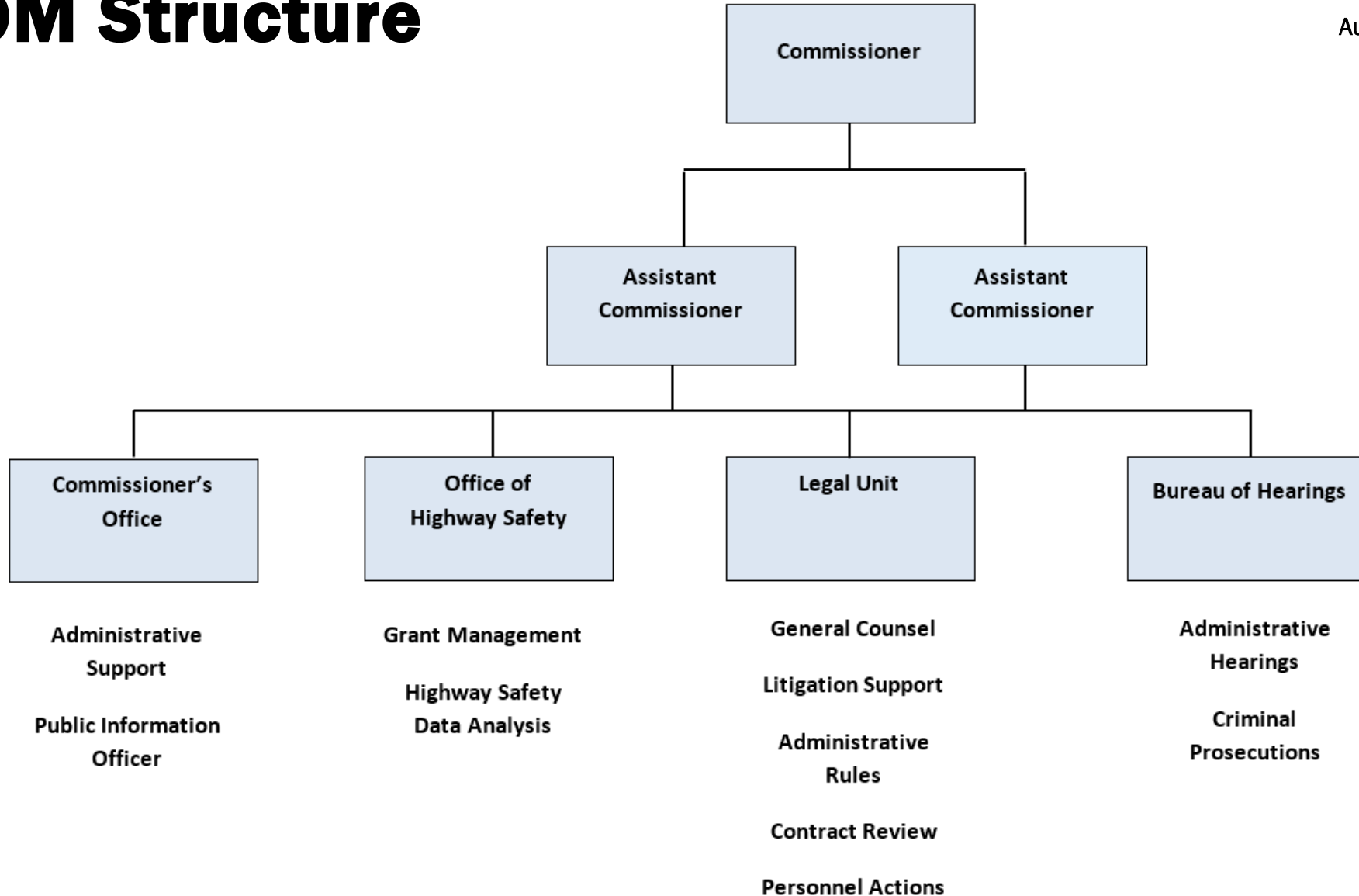
# Office of the Commissioner (OCOM)

*Providing executive leadership and direction to  
all Seven Divisions of the Department of Safety*



# OCOM Structure

Authorized FT Positions  
45 Classified  
3 Unclassified





# OCOM - Service Highlights

## Office of Highway Safety

- Office of Highway Safety develops and implements a statewide highway safety program designed to reduce traffic crashes and the resulting deaths, injuries, and property damage.
- Administers Highway Safety Federal grant program funding projects at the state and local level.

## Public Information Officer

- Ensures timely and consistent messaging on Department activities.

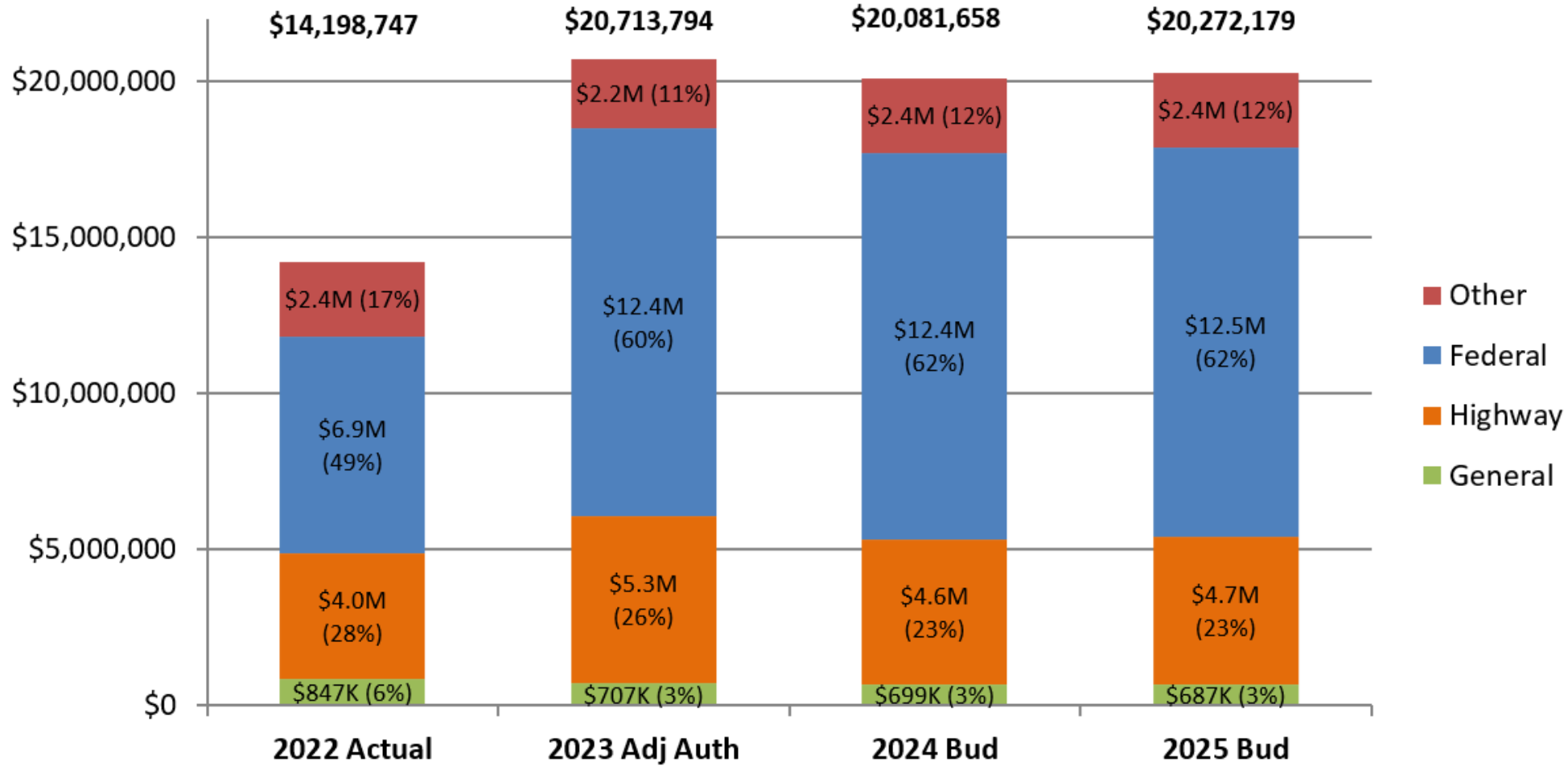
## Legal Unit

- Legal Unit provides legal services to all Divisions and programs
- Provides legal counsel concerning federal and state laws and regulations
- Provides legal counsel related to administrative rulemaking, labor and employment, civil liabilities, and right-to-know requests

## Bureau of Hearings

- Conducts administrative hearings, criminal prosecution in select circuit courts, litigation of hearings appeals, and hearings of the NH Motor Vehicle Industry Board
- The Bureau conducts hearings both in-person and by video
- Bureau of Hearings conducted 14,343 hearings and prosecuted 2,302 charges

# OCOM Funding



# Division of Administration (ADMIN)

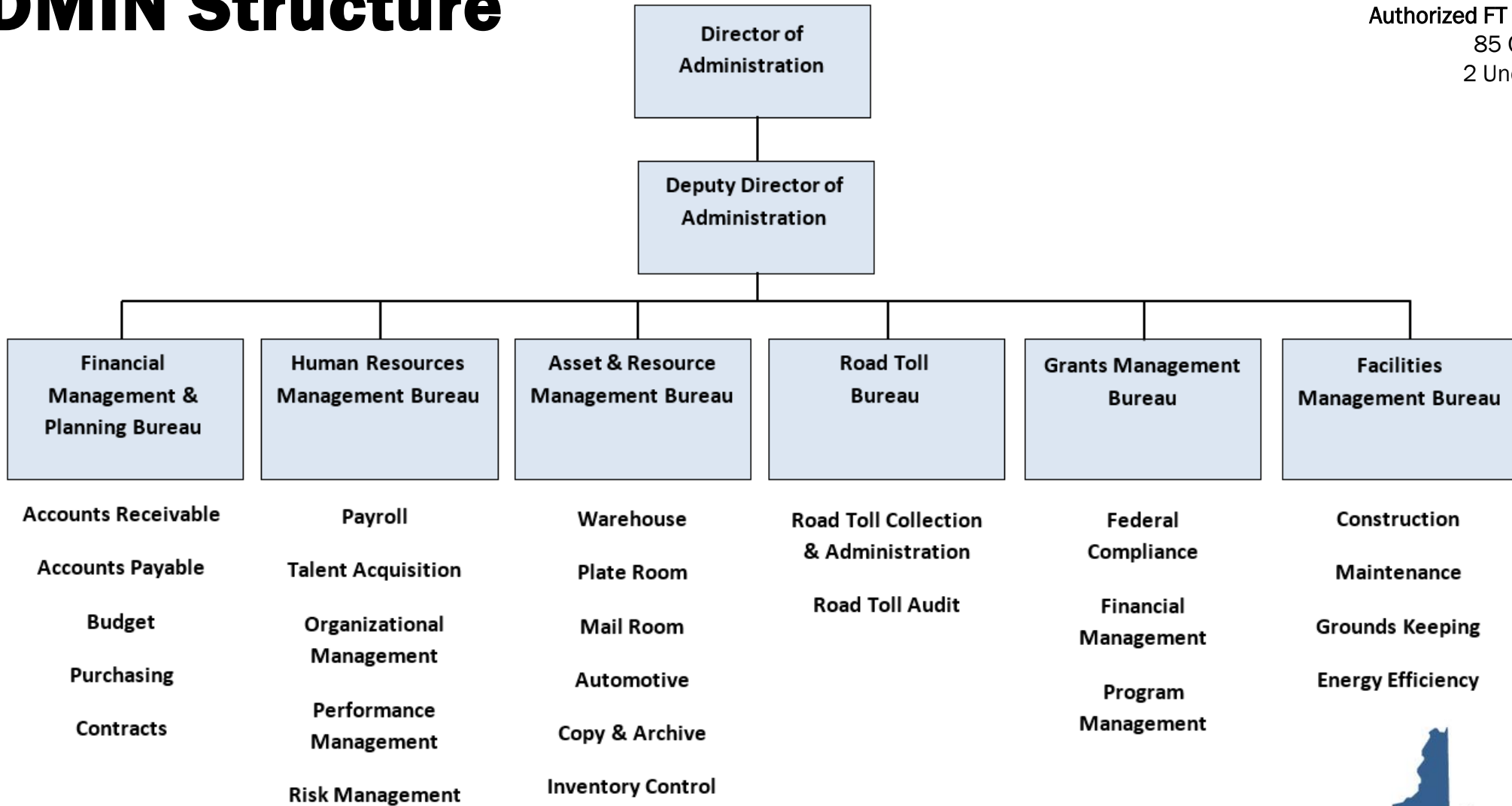
*Improve public safety by providing the highest quality support services to the Department of Safety and its Divisions in the areas of revenue collection, expenditure reporting, and management of human resources, grants, budgets, and assets*





# ADMIN Structure

Authorized FT Positions  
85 Classified  
2 Unclassified



# ADMIN – Service Highlights

## Financial Management & Planning Bureau

- \$74.8M in payment transactions including:
- 19,185 payment vouchers
- 3,169 P-card transactions
- \$61.4M(155) Governor & Executive Council items
- \$37.9M (19) Fiscal Committee items

## Facility Management Bureau

- Ensure all 35 DOS facilities remain fully operational
- Oversees capital projects related to facilities

## Grants Management Bureau

- Ensures federal compliance over \$228.8M in grants
- Administers \$4.4M in Homeland Security Grants, \$1.2M in Granite Shield grants, and \$1,0M in Body Camera grants to locals.

## Road Toll Bureau

- \$181.5M (\$123.7M Unrestricted; \$57.8M Restricted)
- \$0.222/gal
- Licenses 187 Distributors; 80 Transporters; 16 Alt Fuel Dealers; 1,800 IFTA Licensees; 250 ODPC
- \$1.3M in Road Toll refunds processed
- 108 audits, \$5.6M audited, \$102K assessed

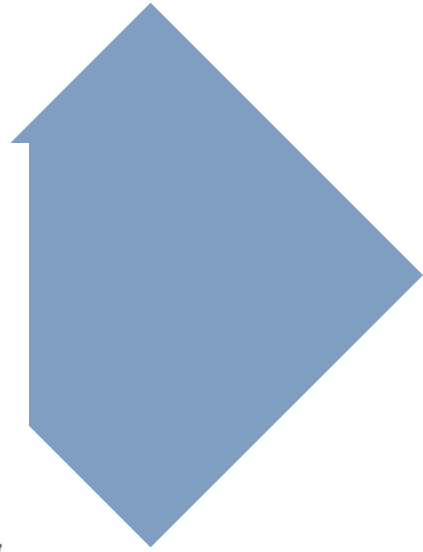
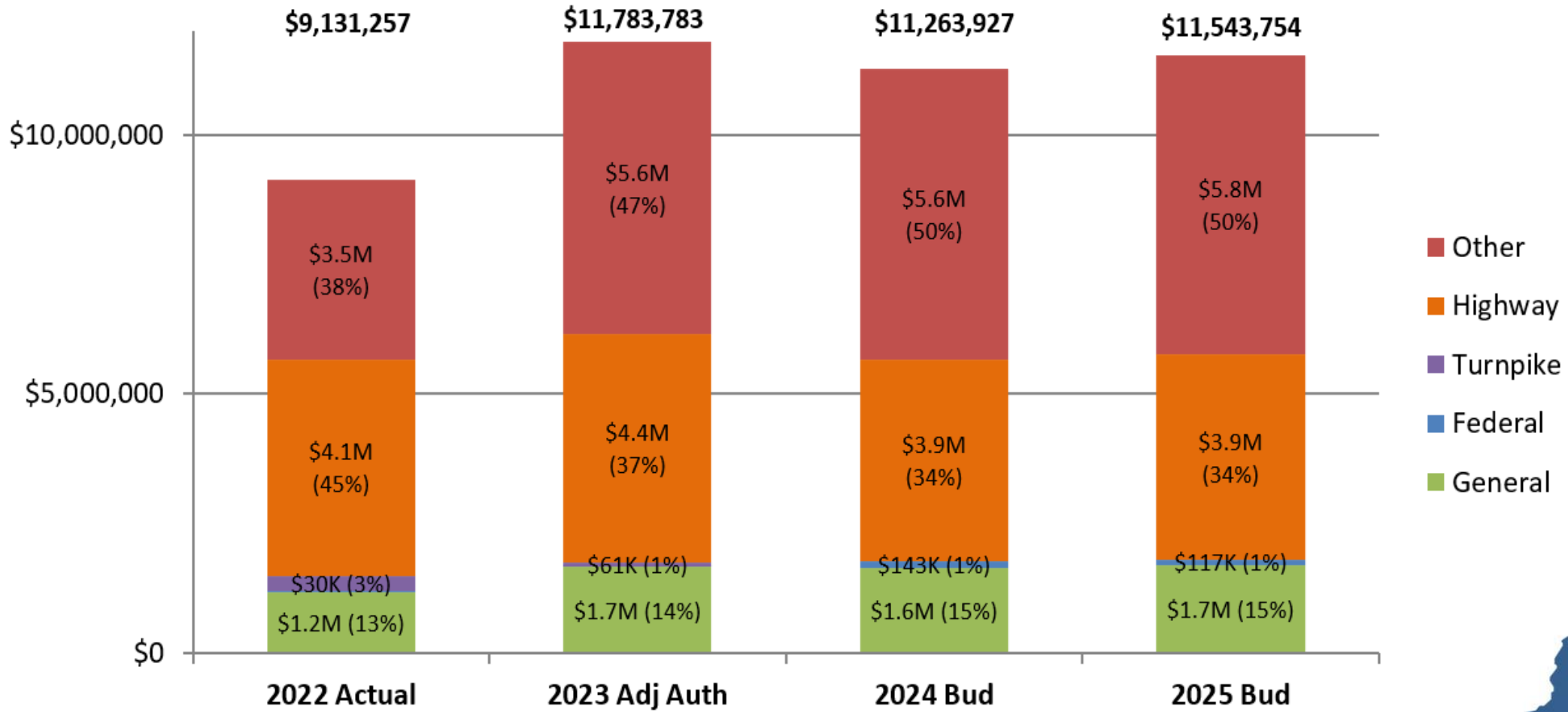
## Human Resources Management Bureau

- Processes payroll for 1,600+ employees every 2 weeks
- On boarded 528 employees in FY22

## Asset & Resources Management Bureau

- 1,490 repair and maintenance jobs by Automotive
- 882,000 + documents produced by Copy Center
- 557K License Plates and 1.8M decals delivered to over 230 town offices
- Processed 1.8M pieces of incoming and 1.3M pieces of outgoing mail.

# ADMIN Funding



- Other
- Highway
- Turnpike
- Federal
- General



# Division of Motor Vehicles (DMV)

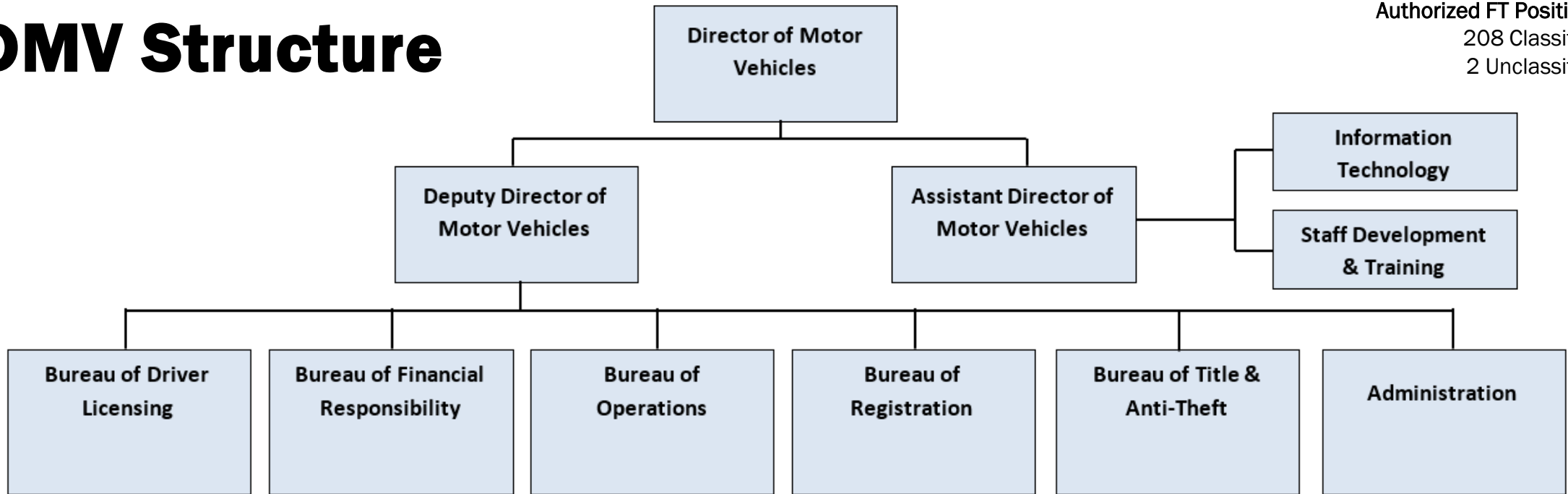
*To enhance public safety on the roadways of New Hampshire by ensuring that our drivers, vehicles, and service providers are properly credentialed and by providing resources for the maintenance of our roadway infrastructure.*

*Safe Drivers. Safe Vehicles. Safe Roadways*



# DMV Structure

Authorized FT Positions  
 208 Classified  
 2 Unclassified



- |                            |                           |                    |  |   |                    |
|----------------------------|---------------------------|--------------------|--|---|--------------------|
| <b>Driver Licenses</b>     | <b>Violation Payments</b> | <b>DMV Concord</b> | <b>Vehicle &amp; Trailer Registrations</b> | <b>Title Processing</b>                         | <b>Procurement</b> |
| Commercial Driver Licenses | Suspensions               | DMV Substations    | Boat Registrations                         | Dealer Training                                 | Contracts          |
| Non-Driver ID              | Reinstatements            |                    | Municipal Agent Program                    | National Motor Vehicle Title Information System | Audit              |
| REAL-ID                    |                           |                    | International Registration Plan            |   |                    |
|                            |                           |                    | Inspection & Dealer Units                  |   |                    |
|                            |                           |                    | Pupil Transport                            |   |                    |



# DMV – Service Highlights

## Driver Licensing Bureau

- Performed 36,219 skills and road tests and produced 381,497 driver licenses/id cards generating \$15.1M in revenue.

## Financial Responsibility Bureau

- Ensures timely and accurate processing of actions impacting driver history. Processed \$5.9M in Plea by Mail ticket revenue.

## Title and Anti-Theft Bureau

- Issued 405,167 motor vehicle titles generating \$9.6M in revenue.

## Registration Bureau

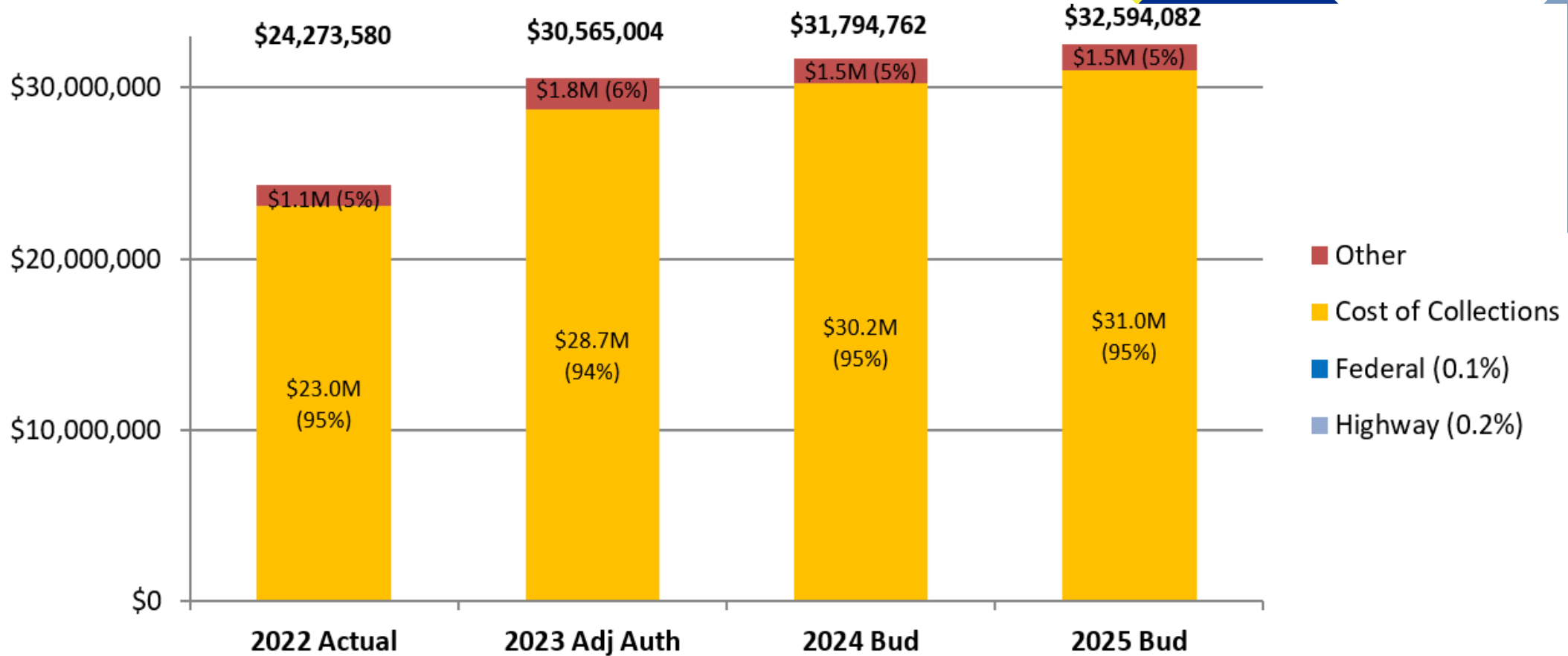
- Processed over 1.6M motor vehicle registrations generating \$89.9M in revenue.

## Operations Bureau

- Provides customer service and processes DMV transactions at 14 DMV locations across NH. Fielded 412,336 customer calls.



# DMV Funding



# Cost of Collections

**Part II, Article 6-a: [Use of Certain Revenues Restricted to Highways.]** All revenue in excess of the necessary cost of collection and administration accruing to the state from registration fees, operators' licenses, gasoline road tolls or any other special charges or taxes with respect to the operation of motor vehicles or the sale or consumption of motor vehicle fuels shall be appropriated and used exclusively for the construction, reconstruction and maintenance of public highways within this state, including the supervision of traffic thereon and payment of the interest and principal of obligations incurred for said purposes; and no part of such revenues shall, by transfer of funds or otherwise, be diverted to any other purpose whatsoever.

**RSA 9:9-a Collection of Highway Fund Revenue; Reporting Requirement.** Pursuant to part II, article 6-a of the New Hampshire constitution, any costs associated with the collection and administration of highway funds by the department of safety shall be deducted by the department before such funds are credited to the highway fund. On or before January 1, the department shall provide an annual accounting of such administration and collection costs to the president of the senate and the speaker of the house of representatives. No current fiscal year collection or administration costs shall be expended until the previous year's collection cost report has been received.





# Division of State Police (NHSP)

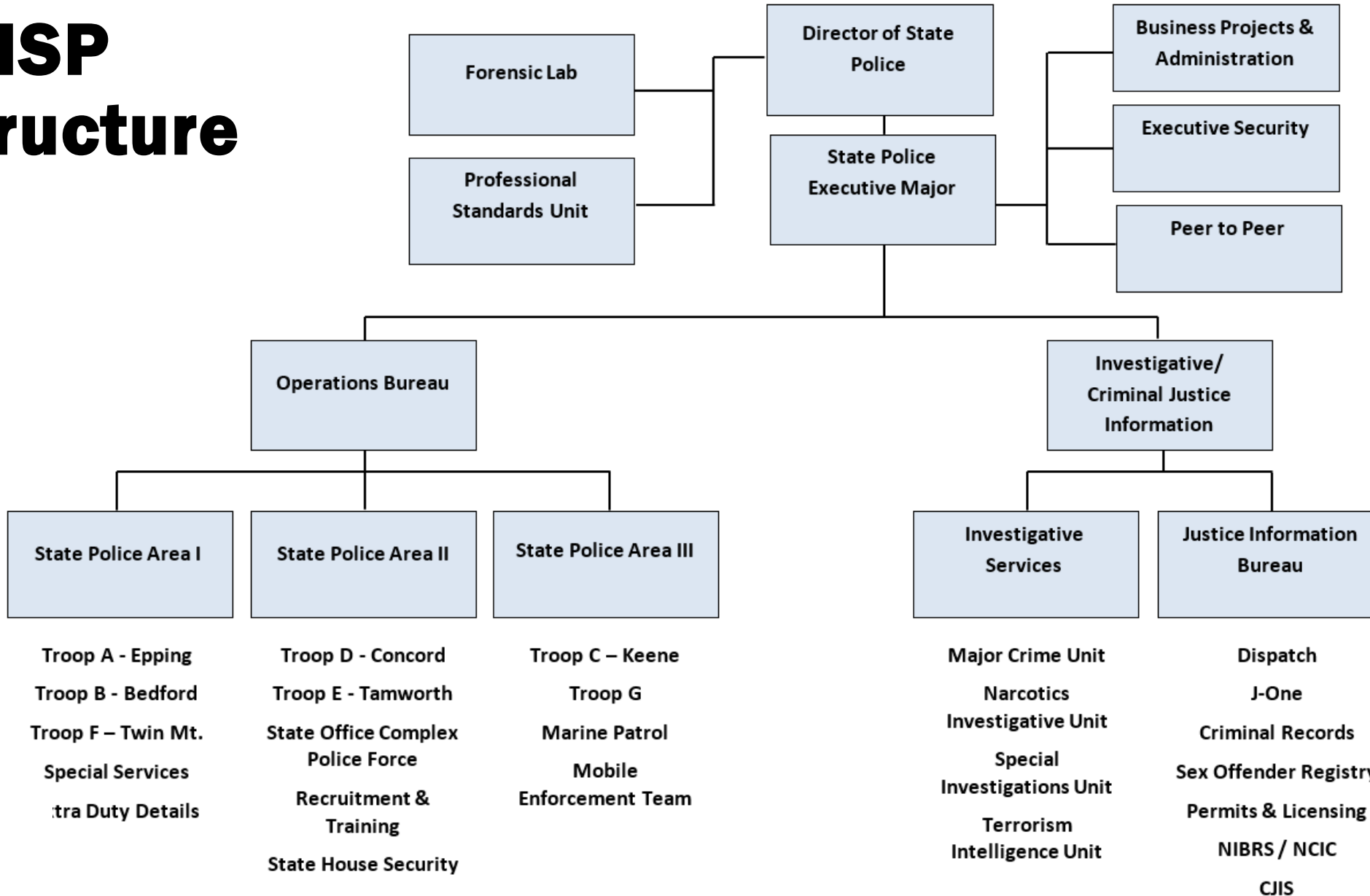
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*Dedicated to providing the highest degree of law enforcement service throughout the State of New Hampshire while maintaining traditions of fairness, professionalism and integrity.*



# NHSP Structure

Authorized FT Positions  
578 Classified  
1 Unclassified



# NHSP – Service Highlights

## Operations Bureau

- Provides law enforcement services across 7 Troops and through Marine Patrol. Stopped 74,671 motor vehicles and arrested 753 impaired drivers and conducted 106,446 commercial vehicle inspections & weight checks
- Special Services: Aviation, K-9, Collision Analysis & Reconstruction (CAR), Drug Recognition Expert (DRE), Explosives Ordinance Disposal (EOD), Special Events Response Team (SERT)

## Justice Information Bureau

- Provides Criminal Justice Information Services (CJIS) including Criminal Records, Permits and Licensing, Sex Offender Registry, and maintenance of the JONE network

## Investigative Services Bureau

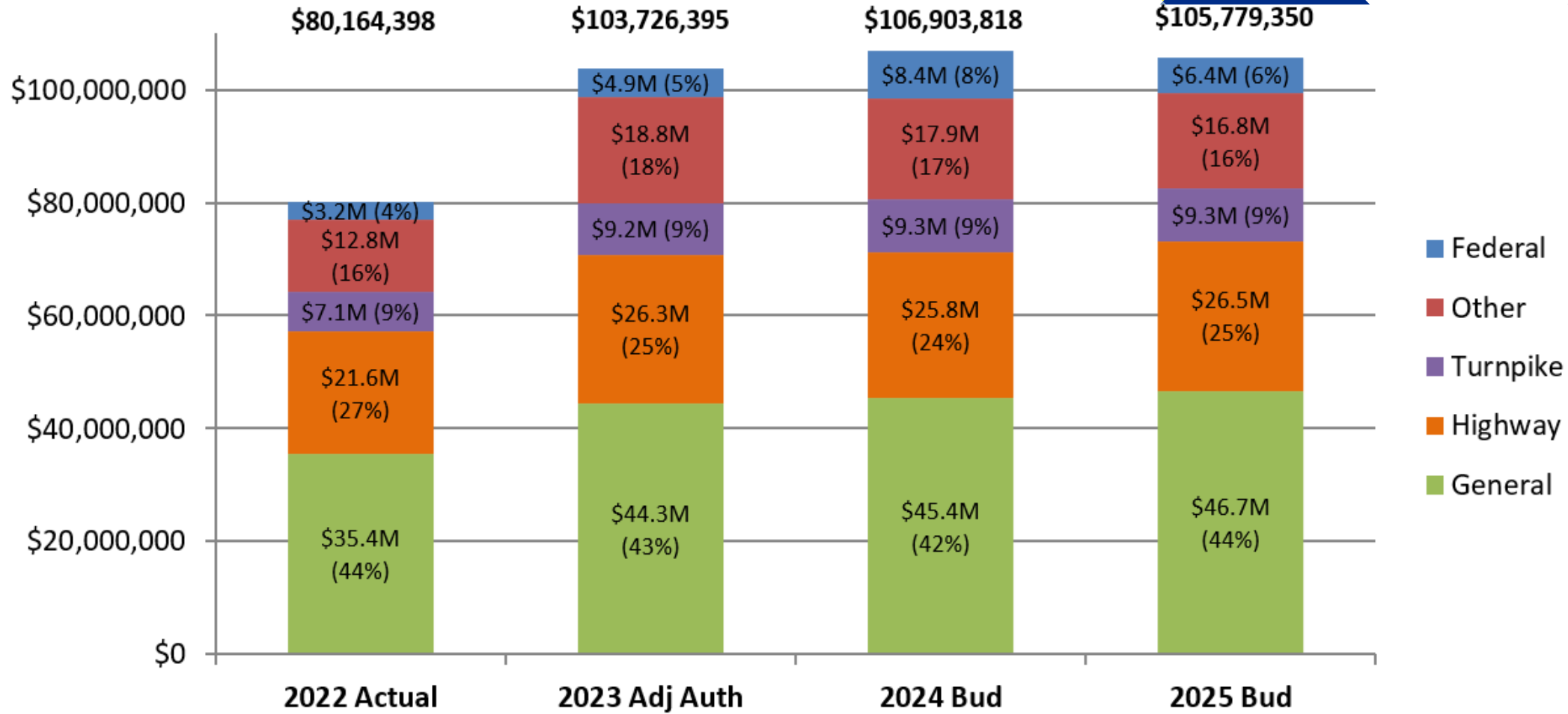
- Directs and coordinates investigations through the Major Crime Unit (MCU), Narcotics Investigation Unit (NIU), Special Investigations Unit (SIU) and Cold Case Unit. Conducted 6,299 criminal investigations.

## Forensic Laboratory

- Sole provider of traditional forensic lab services receiving evidence from over 200 city and town police departments, county sheriffs, State Police, local fire departments and occasionally federal law enforcement entities
- Services include firearms, toolmarks, latent fingerprint impressions, DNA analysis, ignitable liquids, controlled substances, blood alcohol testing, urine and biological testing



# NHSP Funding



# Division of Homeland Security & Emergency Management (HSEM)

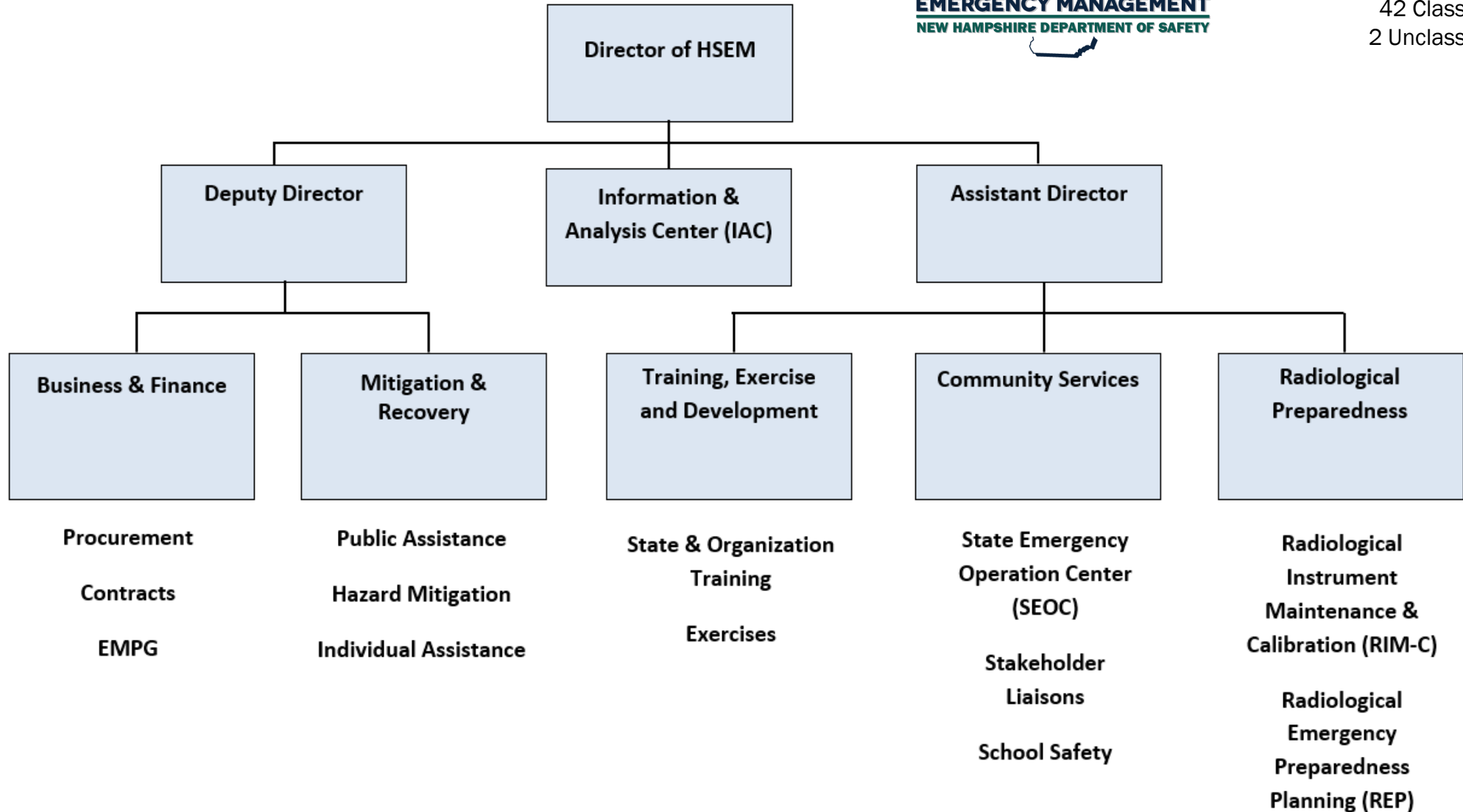
*To partner with every community to prevent, mitigate, prepare for, respond to, and recover from all hazards that impact New Hampshire.*



# HSEM Structure



Authorized FT Positions  
 42 Classified  
 2 Unclassified



# HSEM – Service Highlights

## Business & Finance

- Responsible for budgeting, purchasing, and financial reporting for state and federal grant funded programs.
- Administers the Emergency Management Performance Grant (EMPG) providing federal funds to maintain all-hazards emergency management capabilities.

## Mitigation & Recovery

- Administers the Public Assistance Disaster grants program with over 8 declared disasters since 2017
- Reviews local Hazard Mitigation Plans and distributes funds through the Hazard Mitigation Grants program to reduce long-term risk to people and property from natural disasters.

## Community Services

- Provides technical and organizational assistance to 234 communities and state agencies including assistance in developing Local Emergency Operations Plans.

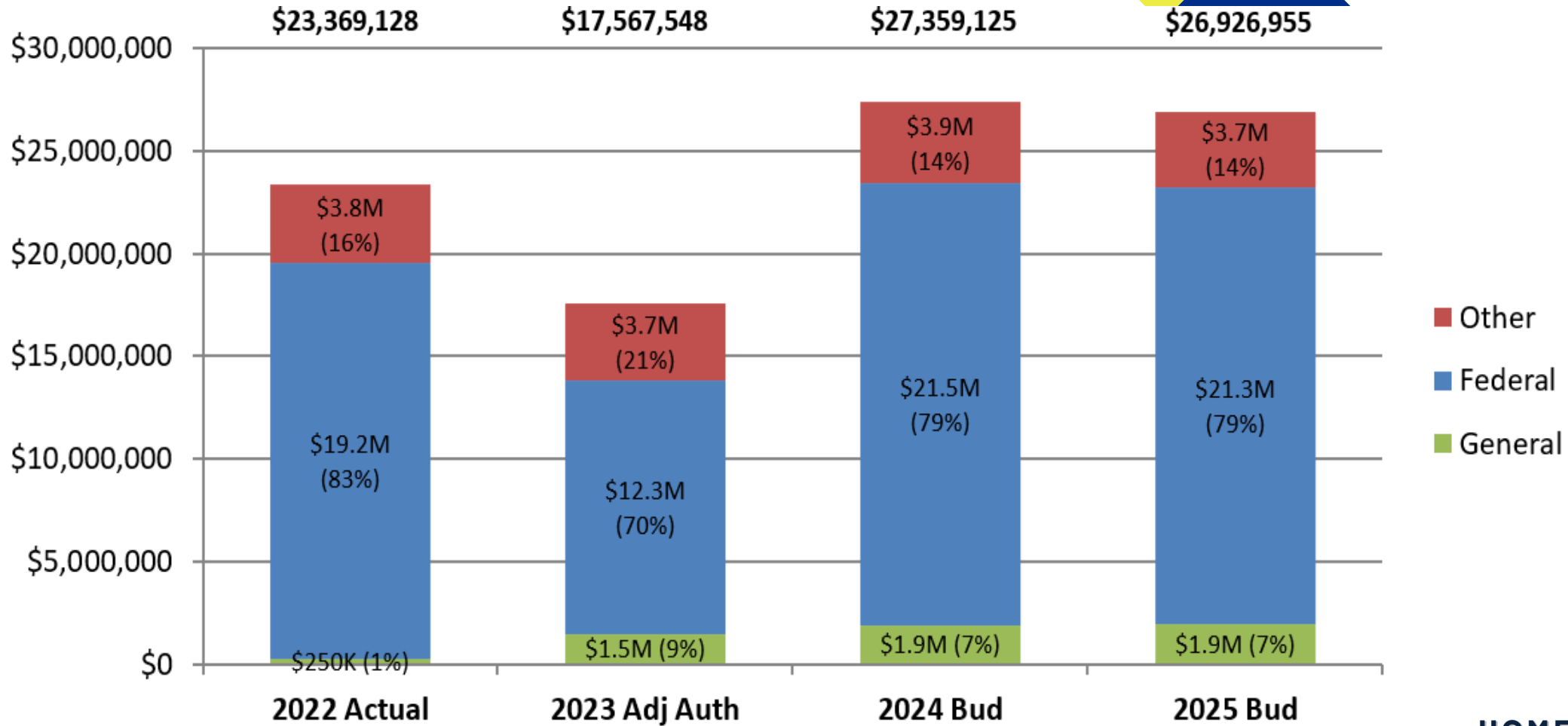
## Radiological Preparedness

- Provides assistance to communities and state agencies with planning, training, and exercises associated with responding to a radiological event at Seabrook Station.
- The Radiological Instrumentation Maintenance and Calibration (RIMC) calibrates and repairs screening equipment for 17 Emergency Planning Zone communities.

## Training, Exercise, and Development

- Provides a regional, all-hazards approach to grant and non-grant funded exercises and training opportunities for local partners and stakeholders.

# HSEM Funding



- Other
- Federal
- General





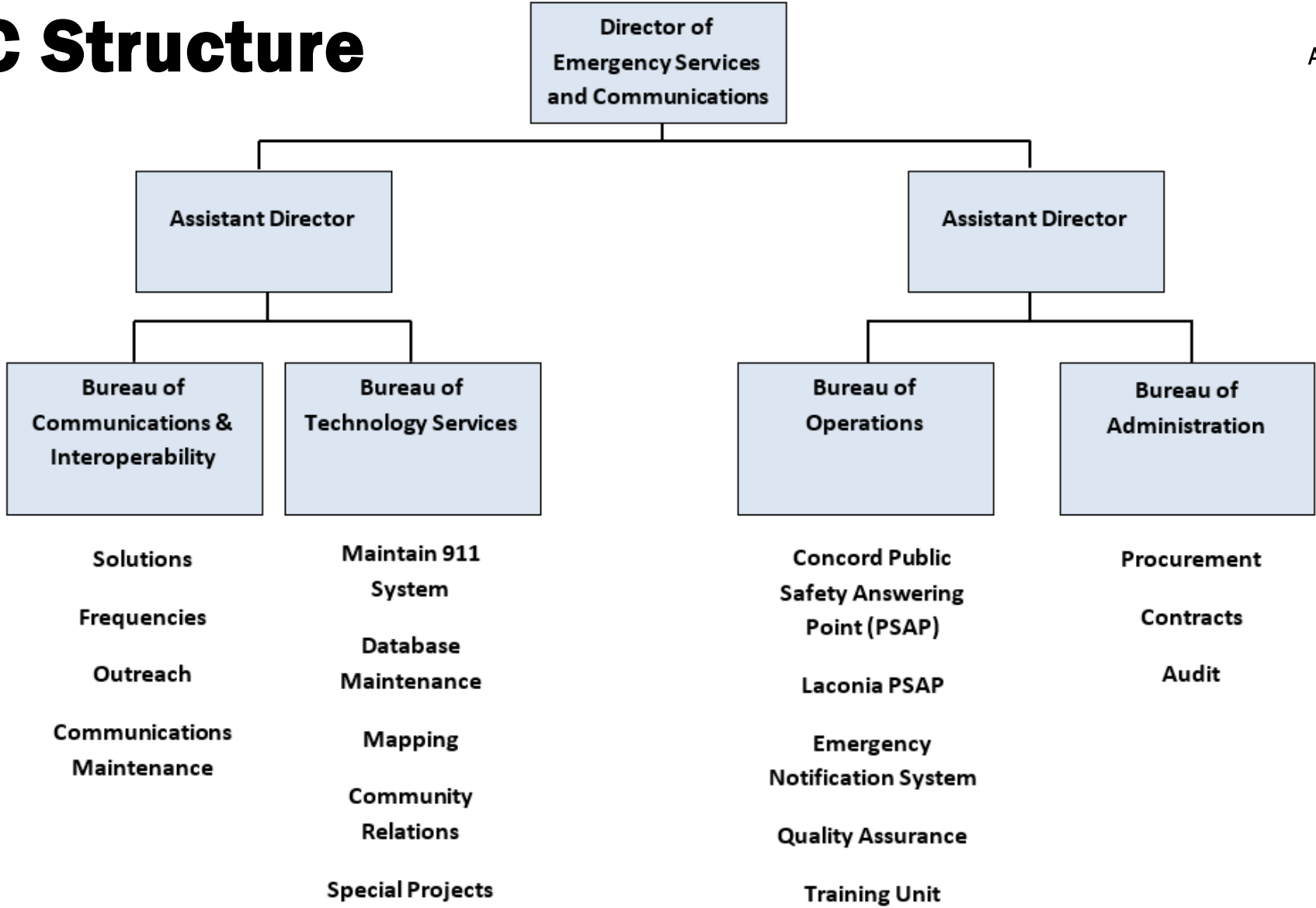
# Division of Emergency Services and Communications (DESC)

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



# DESC Structure

Authorized FT Positions  
 130 Classified  
 1 Unclassified





# DESC – Service Highlights

## Bureau of Operations

- Operates two geo-redundant 911 Public Safety Answering Point (PSAP) call centers (Concord & Laconia) providing 24/7 coverage.
- Answered 481,032 calls and maintained 51.64 sec transfer time for Emergency Medical Dispatch calls.
- 99.56% of calls are answered in <15 seconds and 99.75% of calls are answered in <20 seconds.
- Achieved 99% quality assurance rate when reviewing 5,745 emergency medical dispatch reviews and 4,535 police/fire reviews.

## Bureau of Administration

- Budget and financial transaction oversight.
- Workforce development.
- Outreach and education related to 911 services.

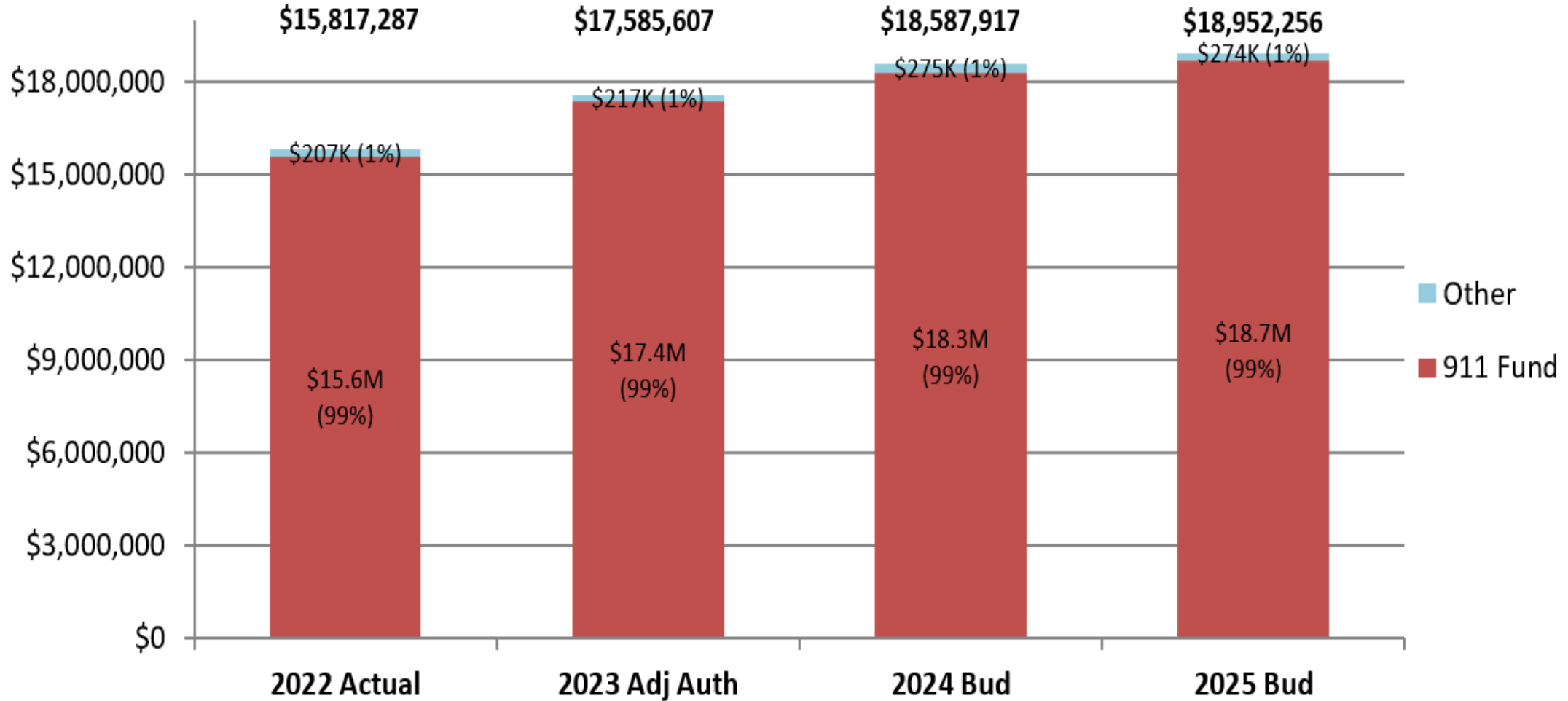
## Bureau of Communications & Interoperability

- Responsible for overseeing the development of interoperability training for first responders and coordinating federal, state, and local communications needs.
- Radio Communications engineers, installs, maintains, and services the NHSP radio system, statewide microwave backhaul, and associated support facilities.
- Supports 39 Microwave Links and 29 Transmit/Receive Sites.

## Bureau of Technology Services

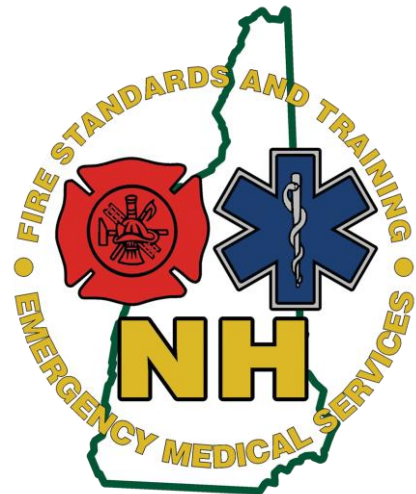
- Maintains the 911 system to ensure uninterrupted call answering and transfer services.
- Maintains Geographic Information System (GIS) and Automatic Location Information (ALI) databases.
- Mapping Database holds 708,312 addressable points.

# DESC Funding

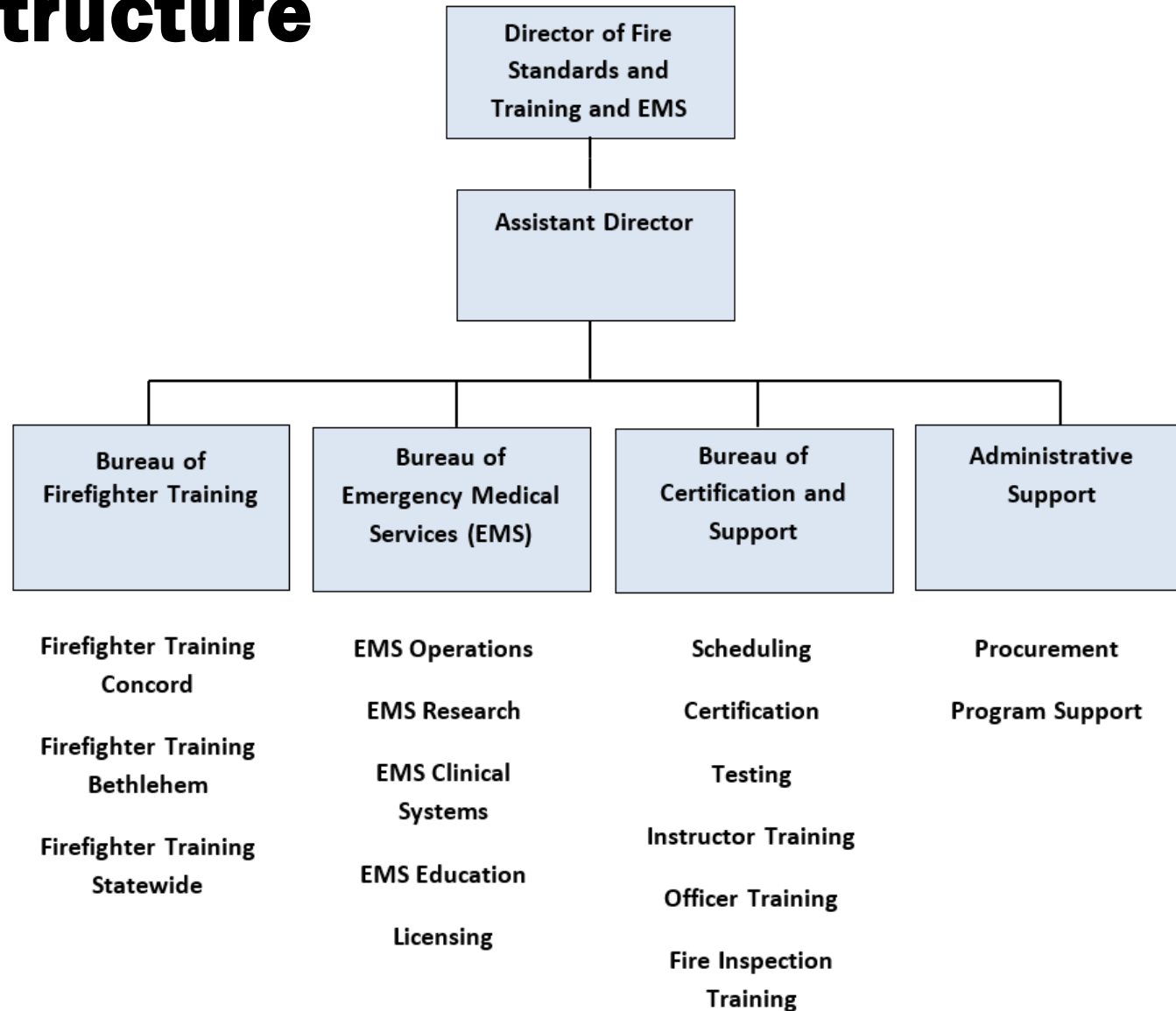


# Division of Fire Standards and Emergency Medical Services (FSTEMS)

*Committed to training, educating and certifying emergency and community responders to protect the citizens and visitors of New Hampshire.*



# FSTEMS Structure



Authorized FT Positions  
 40 Classified  
 1 Unclassified





# FSTEMS – Service Highlights

## Bureau of Fire Fighter Training

- Provide all Firefighter, Hazardous Materials, Driver Operator, Airport Rescue Firefighter and Technical Rescue training and testing across 26 curriculums.
- Oversee two fire training campuses (Concord & Bethlehem), training props, vehicles, apparatus and equipment.
- Enrolled 20,140 students, issued 1,280 certifications, and taught 897 courses

## Curriculum Administration

- Plans, develops and implements all curriculums and national accreditations.
- Evaluates all Division curriculum, testing, competency-based assessments and policies.

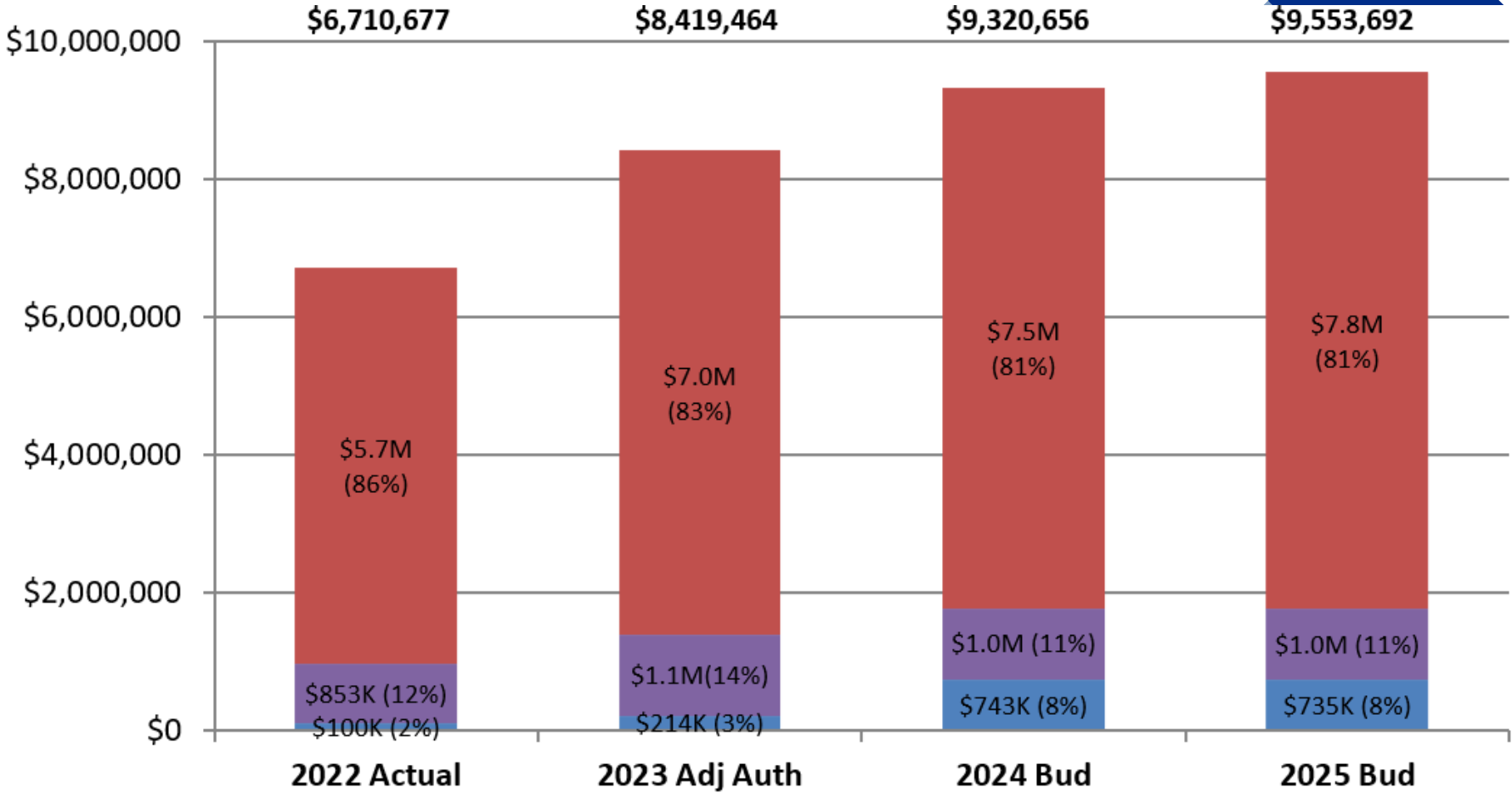
## Bureau of Emergency Medical Services (EMS)

- Manages and regulates EMS education, and practical testing and provides Clinical Oversight and Protocol Development
- Licensed 5,375 EMS providers and 472 ambulances
- Data management, collection and analysis.
- Manage statewide trauma system

## Bureau of Certification & Support

- Provides Instructor, Fire Officer, Fire Investigator, Fire Inspector, Incident Command System Certifications and coordinates National Fire Academy training programs.
- Develop on-line educational content for all Division programming.
- Manages course registrations and billing, certificates production and reception area staff.

# FSTEMS Funding



- Fire Fund
- Other
- Federal





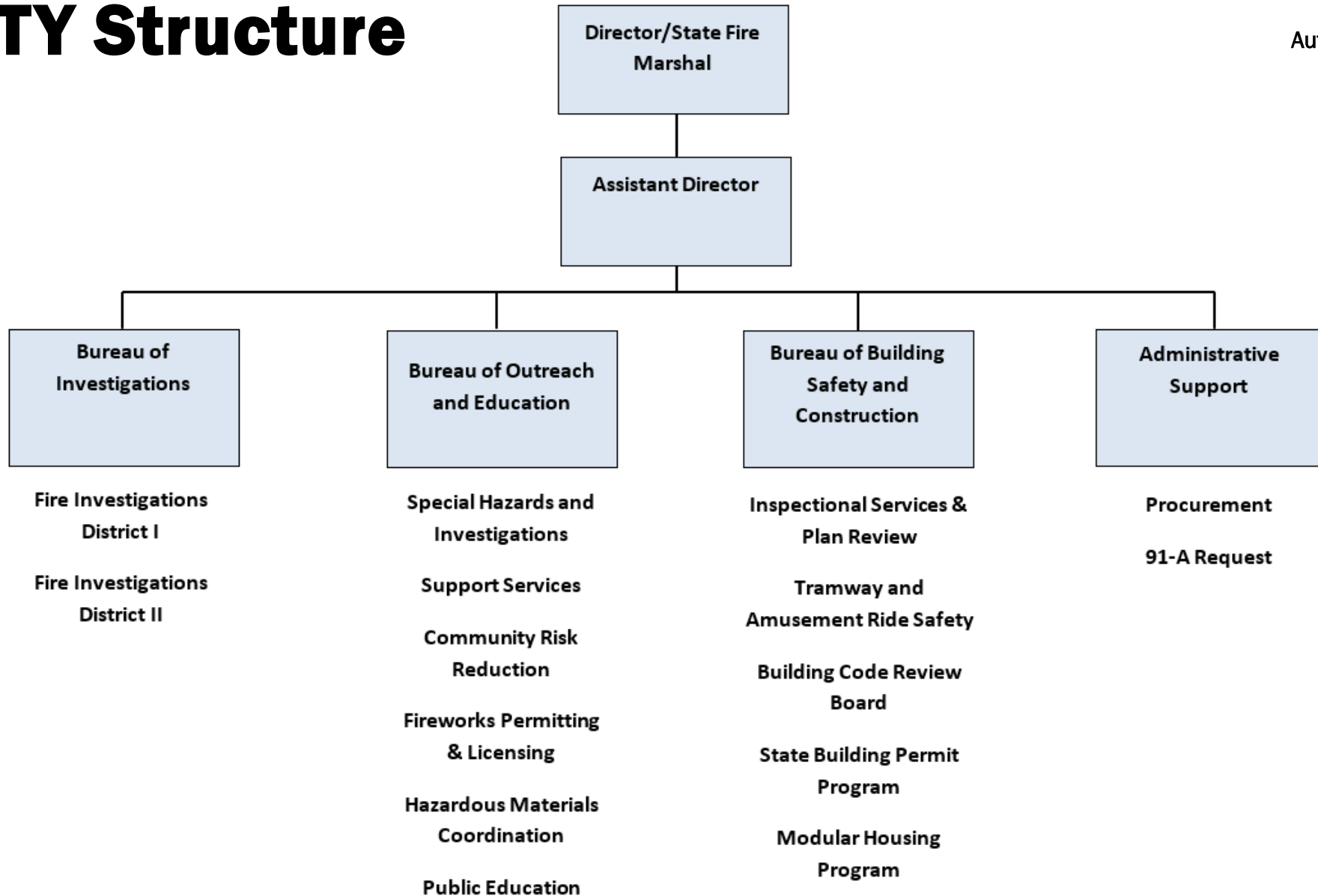
# Division of Fire Safety (FSFTY)

*Saving lives and property through education,  
engineering and enforcement*



# FSFTY Structure

Authorized FT Positions  
 23 Classified  
 1 Unclassified





# FSFTY – Service Highlights

## Bureau of Investigations

- Responsible for fire, carbon monoxide (CO) and building collapse death investigations
- Assist local, state and federal agencies as subject matter experts
- Ignitable liquid detection K9 program
- In FY22, conducted 100 investigations, 22 death investigations, 9 fire deaths, 6 CO deaths, 29 K9 calls, and 31 criminal cases with 6 arrests

## Bureau of Outreach and Education

- Provides fire and life safety education to reduce deaths, injuries, and property loss
- Delivered 38 educational classes, participated in 44 outreach events, and conducted 41 K9 demos

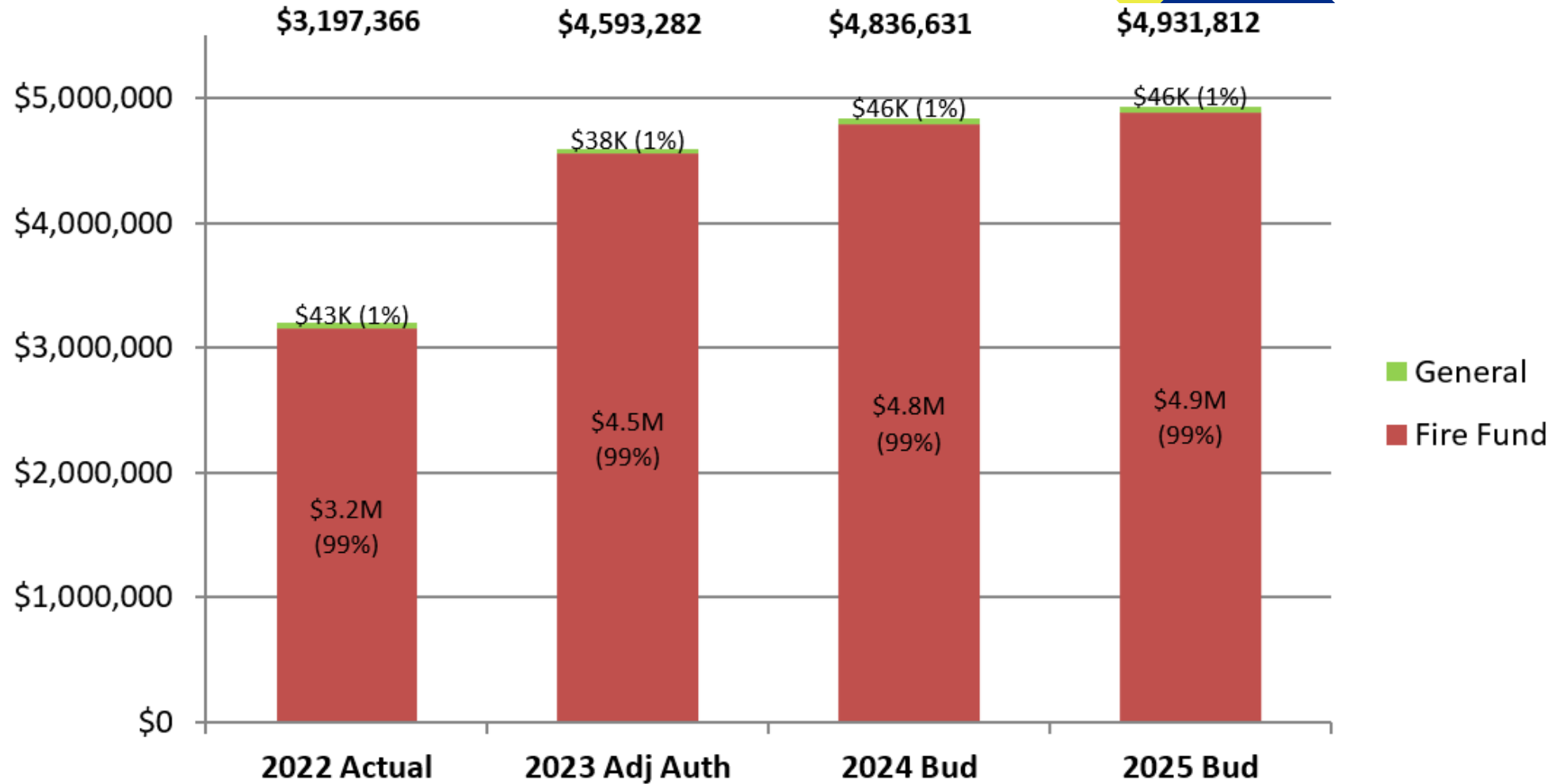
## Bureau of Building Safety & Construction

- Administers the State Building Permit System, routine fire and life safety inspections of state-owned properties, and assistance to local fire and building officials
- Completed 1,352 inspections and 1,614 technical consults
- Conducts 1,360 Tramway & Amusement Ride inspections
- Administers Modular Building & Fireworks Safety Programs
- Conducts Educational and Healthcare Facility Reviews

## Bureau of Planning & Support Services

- Conducts Community Risk Reduction Programs
- Training and outreach to local and state partners
- Emergency incident data reporting and analysis
- Administers Fire Safe Cigarette Program
- Hazardous materials coordination, technical assistance and response

# FSFTY Funding





# Thank you

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Robert L. Quinn  
Commissioner

Steven R. Lavoie, CPA, CGMA  
Director of Administration

