



# State of New Hampshire Department of Safety

2026 - 2027

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House Finance Division II Overview  
*Wednesday, January 29, 2025*



## **The Vision of the Department of Safety**

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

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## **The Mission of the Department of Safety**

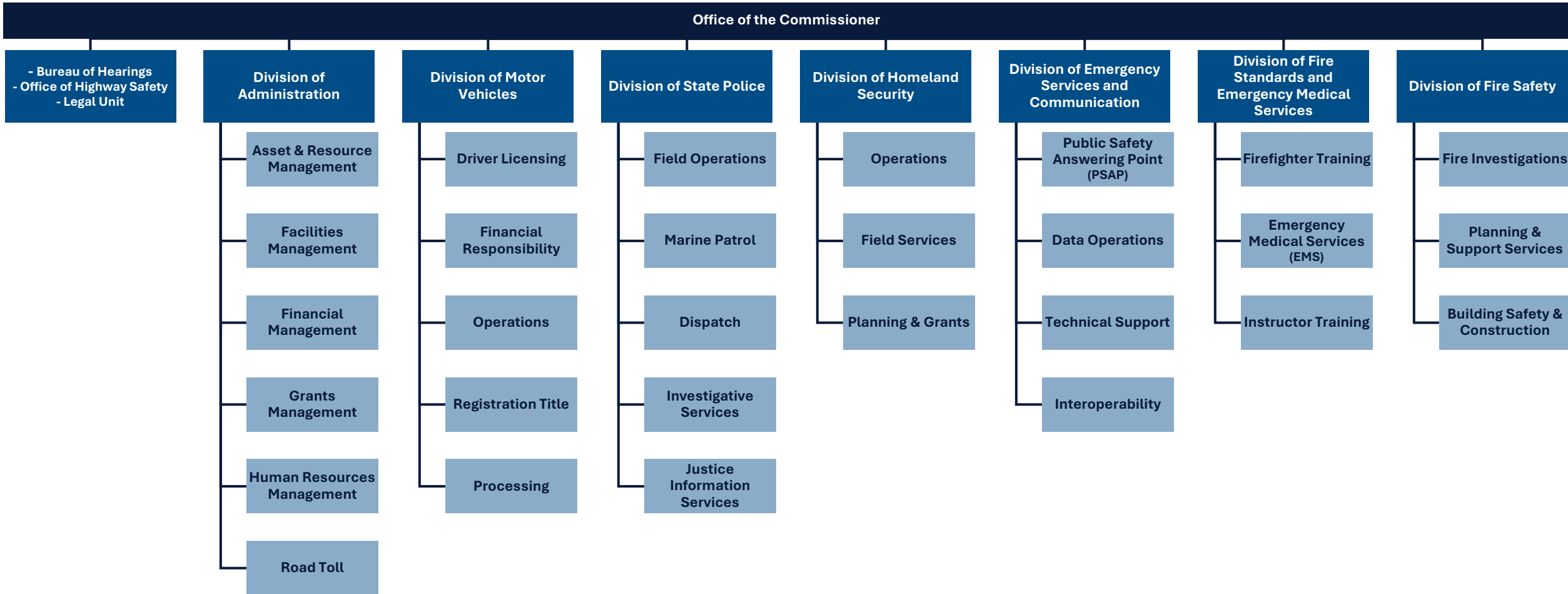
*The mission of the Department of Safety is to continually enhance the safety, security and quality of life in*

*New Hampshire through professional, collaborative and innovative service to all.*



# Department of Safety (DOS)

## Organizational Summary



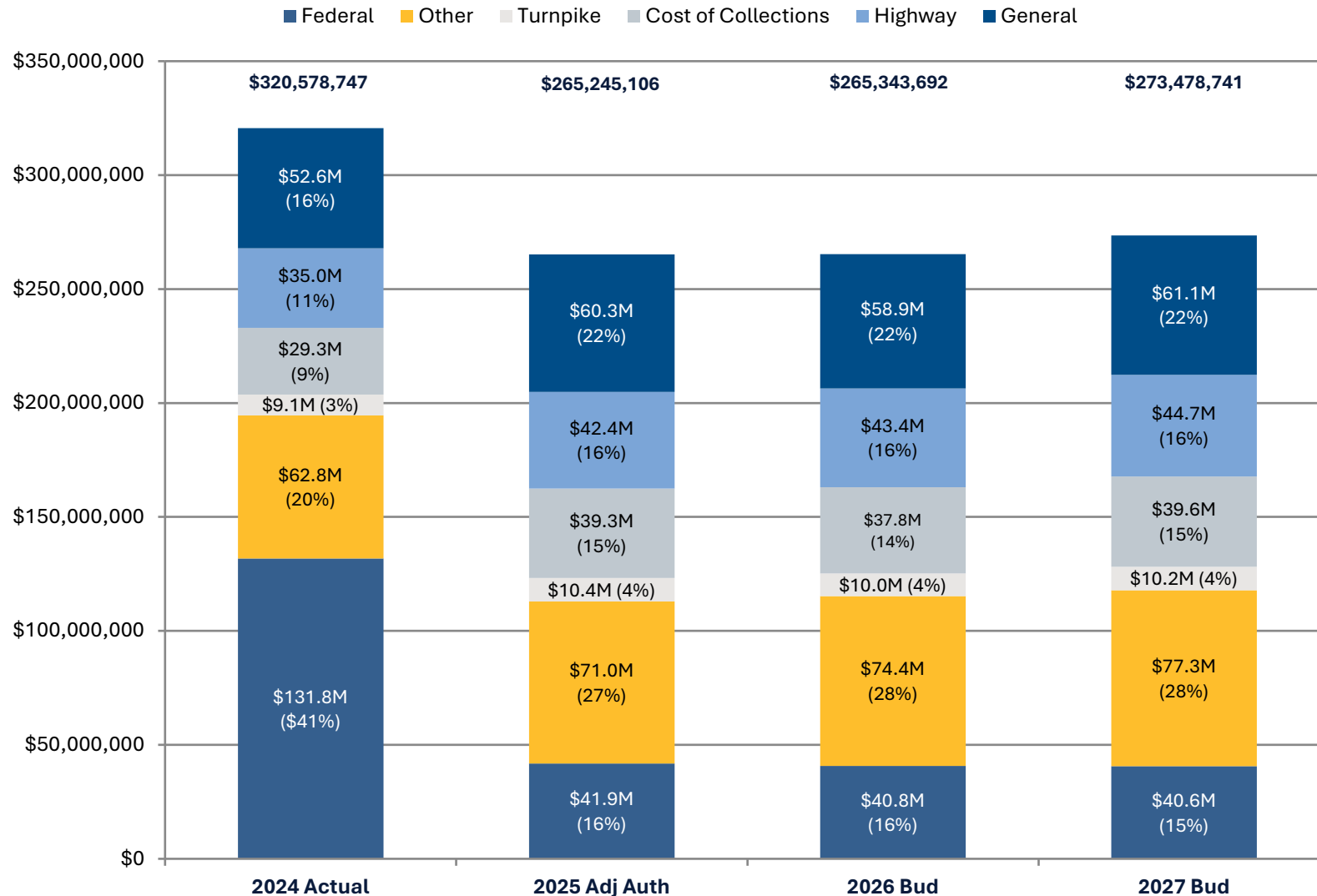
The mission of the Department of Safety is to continually enhance the safety, security and quality of life in New Hampshire through professional, collaborative and innovative service to all. The Department's vision is to make New Hampshire the safest state in the Nation with the highest quality of life for all. The Department consists of 7 Divisions and affects the lives of all New Hampshire residents and visitors by enforcing criminal, motor vehicle and boating laws, and providing for fire safety, fire and emergency medical training, emergency communications, and disaster planning.



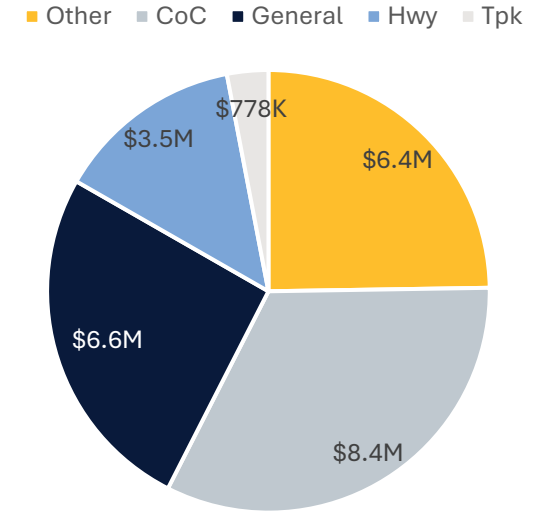
# Department of Safety (DOS)

## FY26/27 Agency Budget Summary

### DOS 26/27 Budget Request



### FY24 \$25.8M Lapse by Fund

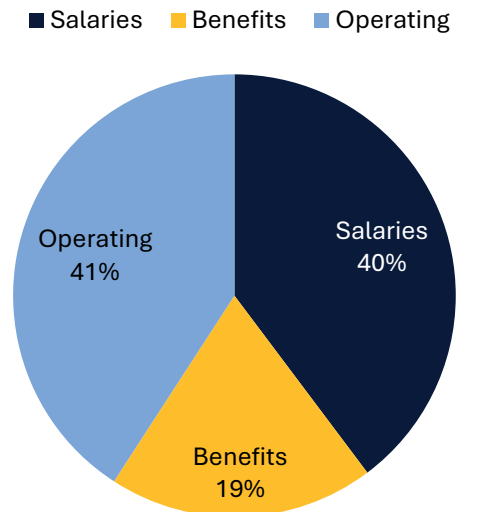


### FY25 Authorized FT Positions



1,151 Classified | 14 Unclassified

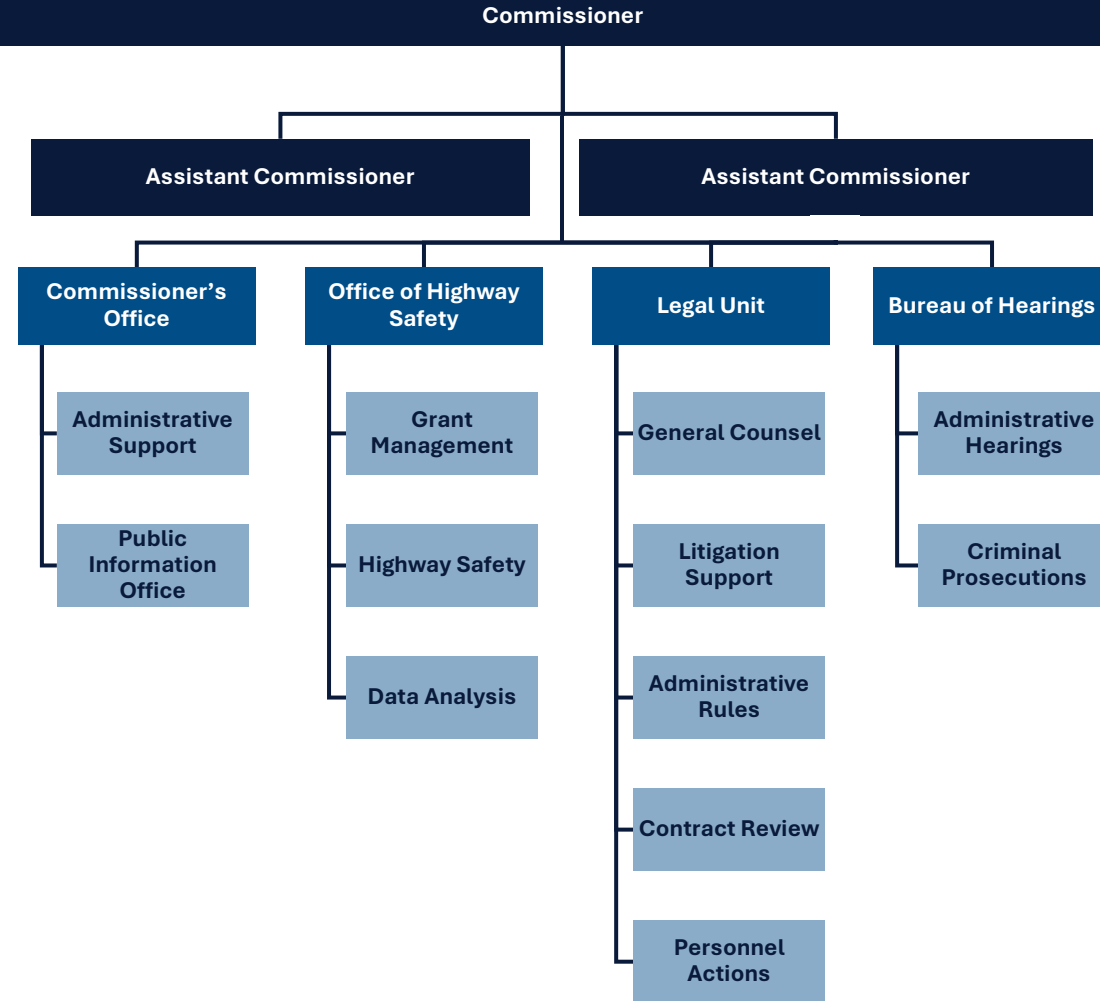
### FY26/27 DOS Budget





# Office of the Commissioner (OCOM)

## Organizational Chart



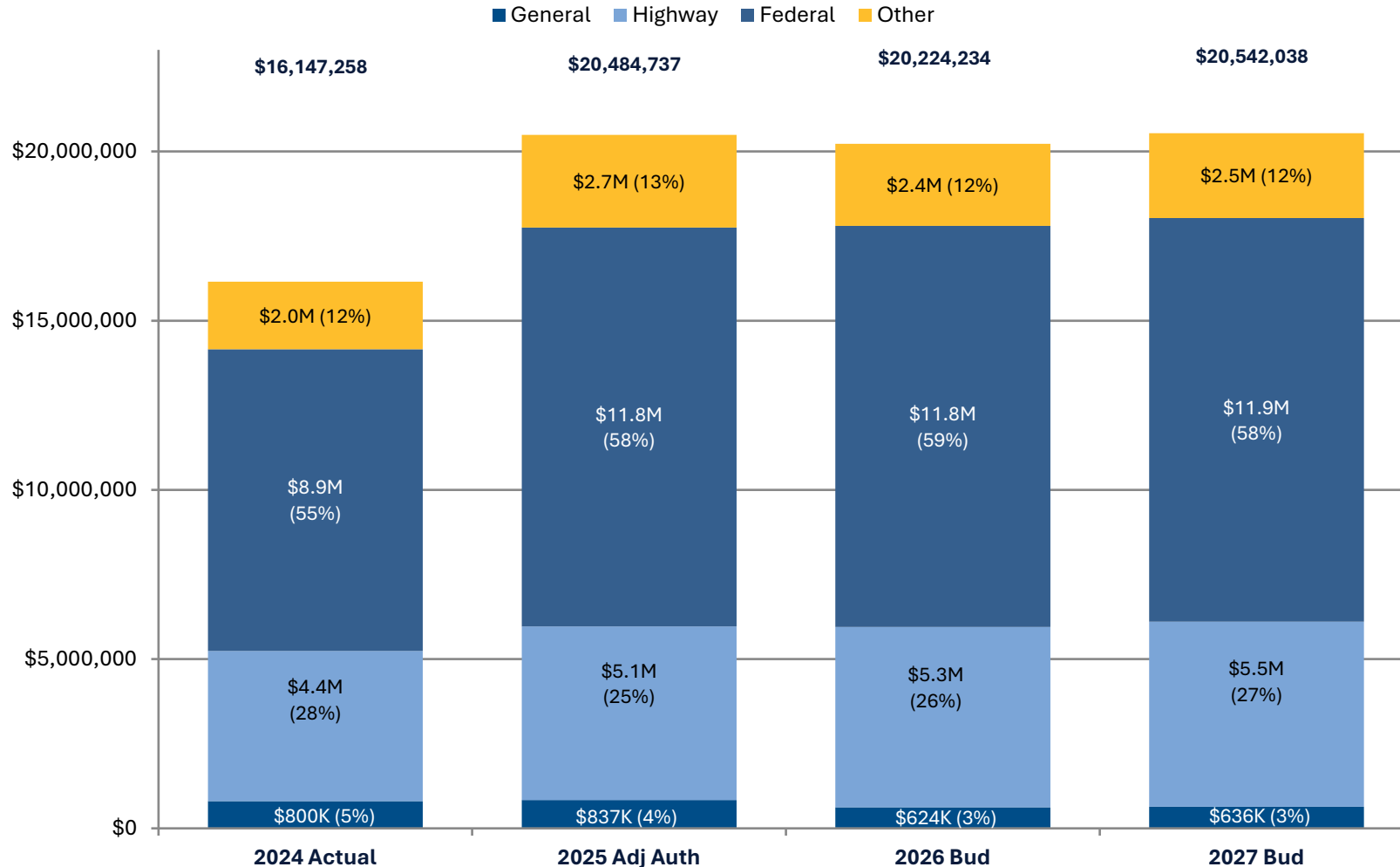
The Office of the Commissioner (OCOM) consists of the Commissioner of the Department of Safety and two Assistant Commissioners. All seven Divisions report directly to the Commissioner. The Department's Public Information Office (PIO), Office of Highway Safety (OHS), Legal Unit, and Bureau of Hearings are all organized within OCOM.



# Office of the Commissioner (OCOM)

## FY26/27 Agency Budget Summary

### OCOM 26/27 Budget Request



### OCOM Service Highlights

#### Bureau of Hearings

Conducted **13,721** hearings in FY23.

#### Aerial Lift Safety

Conducted over **1,103** Aerial Lift inspections in FY24.

#### Office of Highway Safety

Awarded **\$2.5M** in support of **136** Local Police Departments and programs in FY24.

#### Legal Unit

Provides legal services to **all** Divisions and programs.

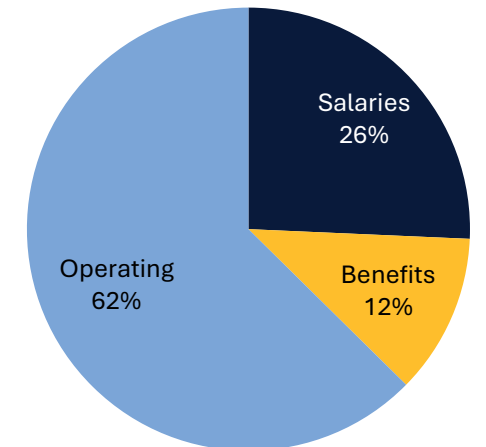
### FY25 Authorized FT Positions



**45 Classified** | **3 Unclassified**

### FY26/27 OCOM Budget

Salaries Benefits Operating





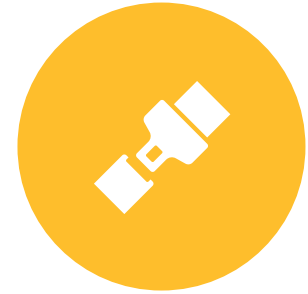
## Bureau of Hearings

The Bureau of Hearings, an independent entity in the Department, manages four units: Administrative Hearings, Criminal Prosecution, Litigation, and the Motor Vehicle Industry Board (NHMVIB). It handles driver license suspensions, criminal prosecutions (e.g., DWI), hearing appeals, and motor vehicle industry disputes. The Bureau also offers legal training and increased accessibility via video hearings.



## Legal Unit

The Legal Unit serves as in-house counsel for the Department, providing legal advice and support across all divisions. It offers services including legal guidance on federal/state laws, policy, contracts, labor matters, and civil liability; drafts legislation; represents the Department in administrative and some judicial proceedings; and liaises with the Department of Justice on litigation.



## Office of Highway Safety

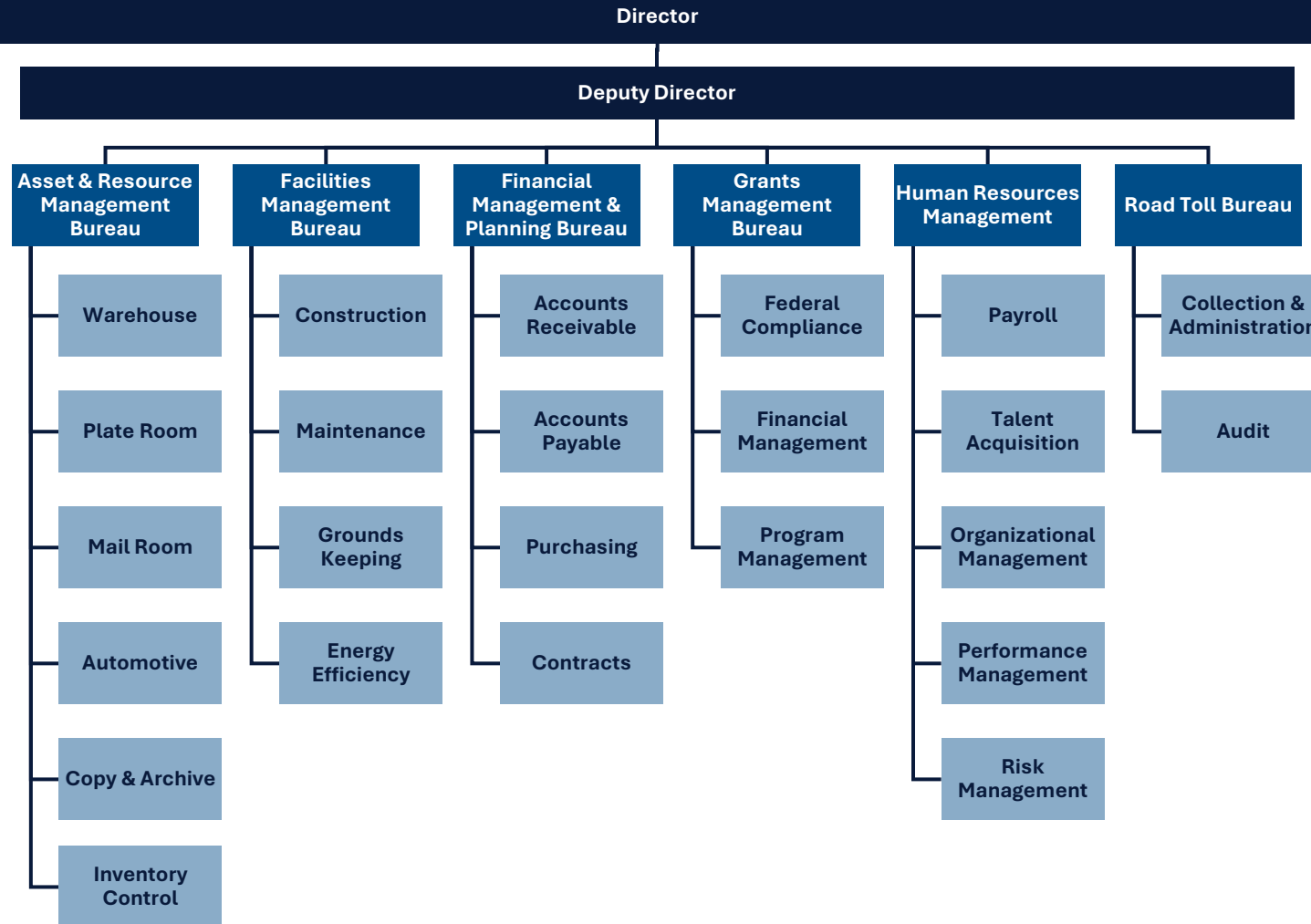
The New Hampshire Office of Highway Safety (NHOHS) develops and implements statewide programs to reduce traffic crashes and fatalities. It administers federal highway safety grants, coordinates enforcement, and promotes education on impaired, distracted, and speeding driving. The NHOHS also supports drug-impaired driving initiatives, including the Drug Evaluation & Classification Program (DRE) and ARIDE training. Data-driven projects target high-risk areas, while outreach grants engage marginalized communities. Recent efforts include the introduction of E-Crash reporting, speed equipment funding, and a Motorcycle Safety Program assessment.





# Division of Administration (ADMIN)

## Organizational Chart



The Division of Administration (ADMIN) provides internal support services to all Divisions within the Department of Safety (DOS). The mission of ADMIN is to ensure effective and efficient revenue collections, effective liaisons and cooperation with other state, local, county agencies, and the private sector, provide for coordination between divisions through economy of operations and efficient procedures. Each Bureau directly impacts the unique public safety missions within DOS as a force multiplier. Declines in ADMIN resources result in direct reductions to public safety services across all mission areas.

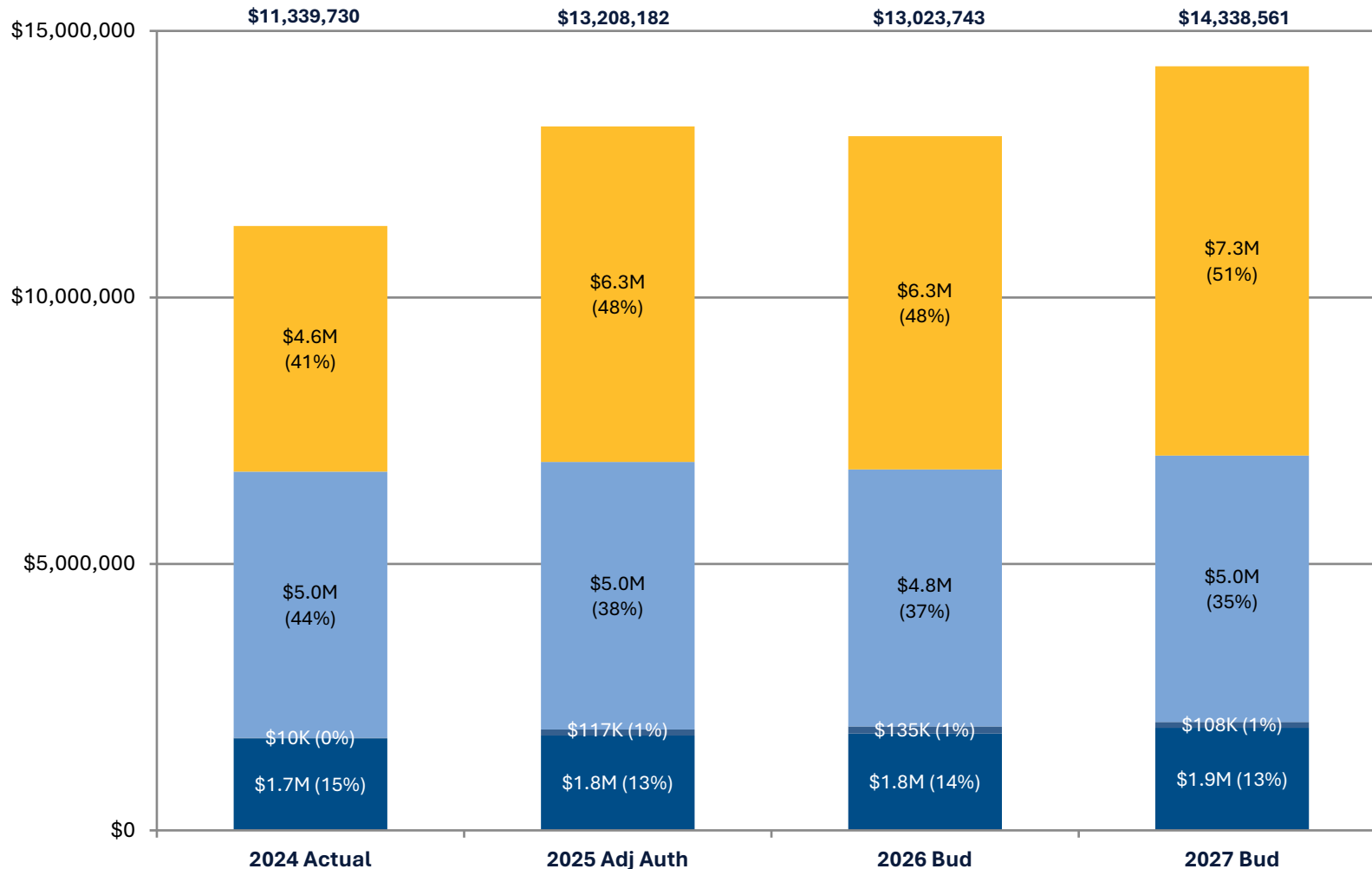


# Division of Administration (ADMIN)

## FY26/27 Agency Budget Summary

### ADMIN 26/27 Budget Request

■ General ■ Federal ■ Turnpike ■ Highway ■ Other



### ADMIN Service Highlights (FY23)

#### Road Toll

Collected over **\$183M** in revenues.  
Conducted **76** licensee audits.

#### Asset & Resource Management

Process **1.9M** pieces of incoming mail & **1M** pieces of outgoing mail.  
Distributed **555,136** license plates to municipalities & DMV substations.  
Distributed **1.5M+** double validation decals, **450,000+** single decals, and **120,000+** boat validation decals.

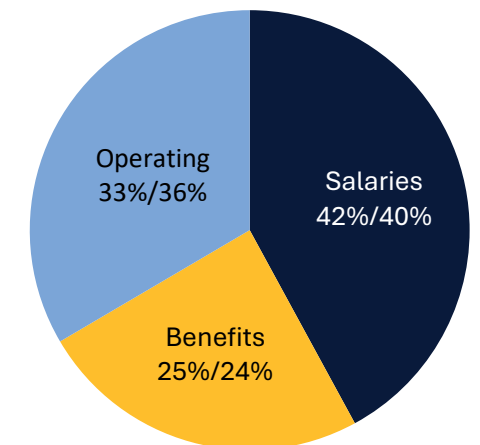
### FY25 Authorized FT Positions



**84 Classified | 3 Unclassified**

### FY26/27 ADMIN Budget

■ Salaries ■ Benefits ■ Operating



1

### Asset & Resource Management

Ensures efficient use of assets and resources.

2

### Facilities Management

Optimizes infrastructure to create a productive work environment.

3

### Financial Management

Manages budgets to ensure efficient resource allocation across the department.

4

### Grants Management

Oversees grant allocation to support project success across divisions.

5

### Human Resources Management

Builds and maintains a skilled workforce to meet operational needs.

6

### Road Toll

Drives revenue generation through fuel tax programs.

## Supporting Agency-Wide Program Delivery

## Mobilizing Operational Efficiency Across Divisions

### Data-Driven Automation

Streamlining processes by automating tasks, reducing unnecessary manual intervention, and ensuring faster response times.

### Real-Time Dashboards & Reporting

Creating visually compelling dashboards for leadership that provide real-time insights into operations and enable data-driven decision-making.

### Software Solutions & Workflow Optimization

Managing and implementing software solutions that improve workflow, document management, and automation across divisions.

### Project Management Alignment

Leading project management efforts that ensure consistency, alignment with departmental goals, and the adoption of best practices through education and collaboration.

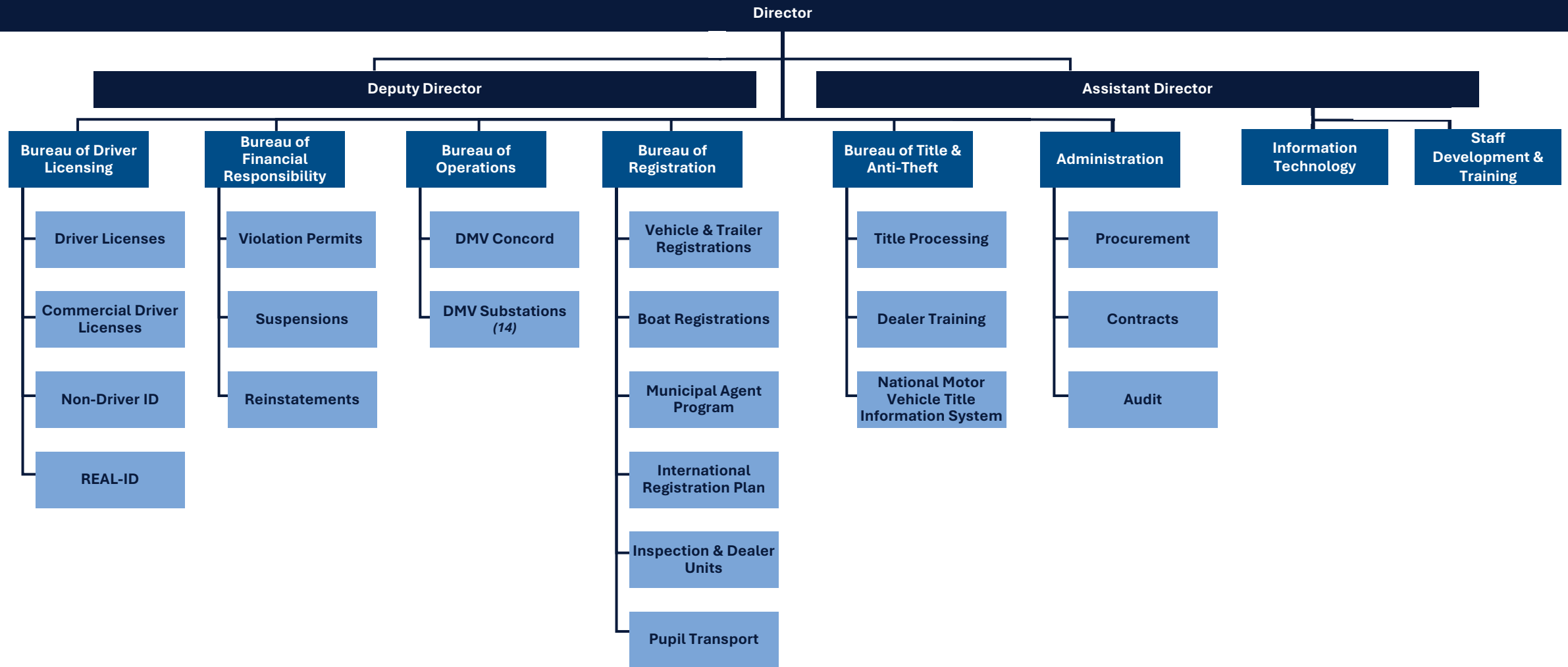
### Data Governance & Management

Establishing and maintaining strong data management practices that ensure secure, well-organized data, providing the foundation for enhanced decision-making across divisions.



# Division of Motor Vehicles (DMV)

## Organizational Chart



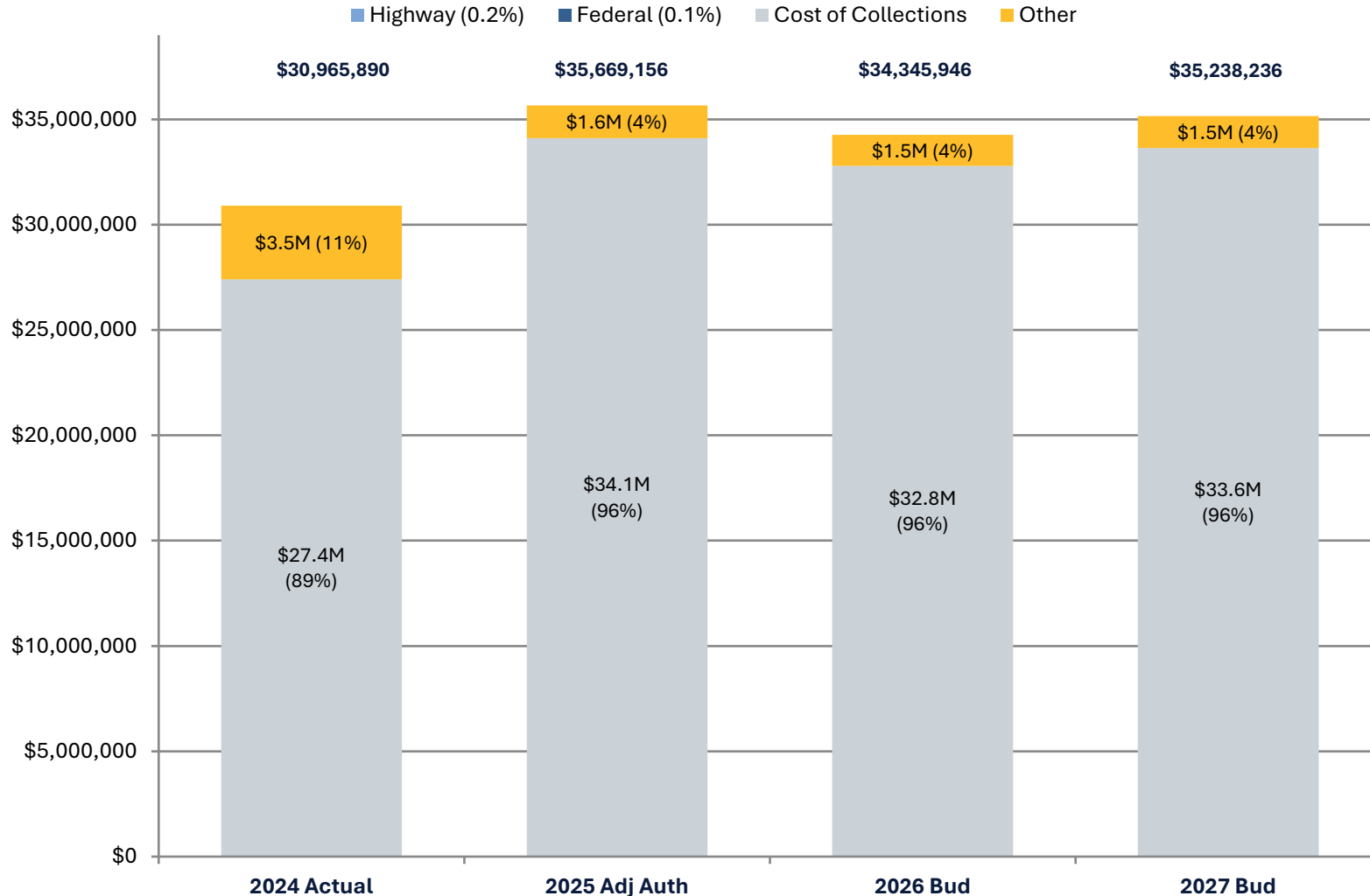
*The mission of the Division of Motor Vehicles (DMV) is to enhance public safety on the roadways of New Hampshire by ensuring that all drivers, vehicles, and service providers are properly credentialed, by providing resources for the maintenance of roadway infrastructure, and to consistently provide exceptional and efficient customer service in the area of licensing, motor vehicles, and motor vehicle related matters.*



# Division of Motor Vehicles (DMV)

## FY26/27 Agency Budget Summary

### DMV 26/27 Budget Request



### DMV Service Highlights (FY24)

Issued **372,926** motor vehicle titles.      Produced **373,585** driver licenses/ID cards.

Performed **71,863** skills and road tests.      Fielded **370,042** customer calls annually.

Processed over **1,754,344** motor vehicle registrations.

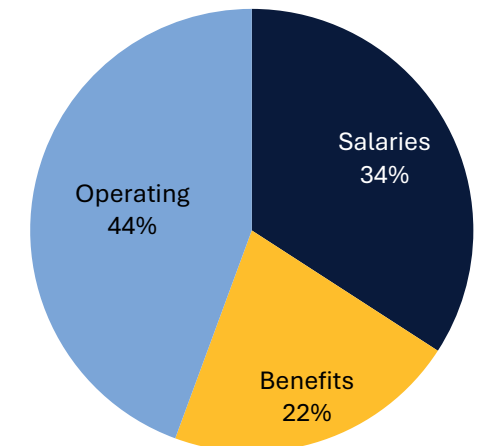
### FY25 Authorized FT Positions



**210** Classified | 2 Unclassified

### FY26/27 DMV Budget

Salaries    Benefits    Operating





# Key Programs & Services

## Driver Licensing & Non-ID

### Driver Licensing & Non-ID

- REAL ID
- Commercial Driver Licensing
- Driver License Transfers
- Driver Education
- Motorcycle Rider Training

### Tickets, Accidents, or Restorations

- Accident Reports
- Driving Records
- Driver Improvement Courses
- Impaired Driver Intervention Programs
- Ignition Interlock Program
- Motor Vehicle Ticket Response

## Tickets, Accidents, or Restorations

### Vehicles, Boats, & Titles

- Vehicle Registration
- Boat Registration
- Dealer Registration
- Temporary Plates
- Disability Placards
- IRP Apportioned Plates
- New Motor Vehicle Arbitration Board
- Motor Vehicle Titles

### Inspections & Emissions

- Motor Vehicle Inspections

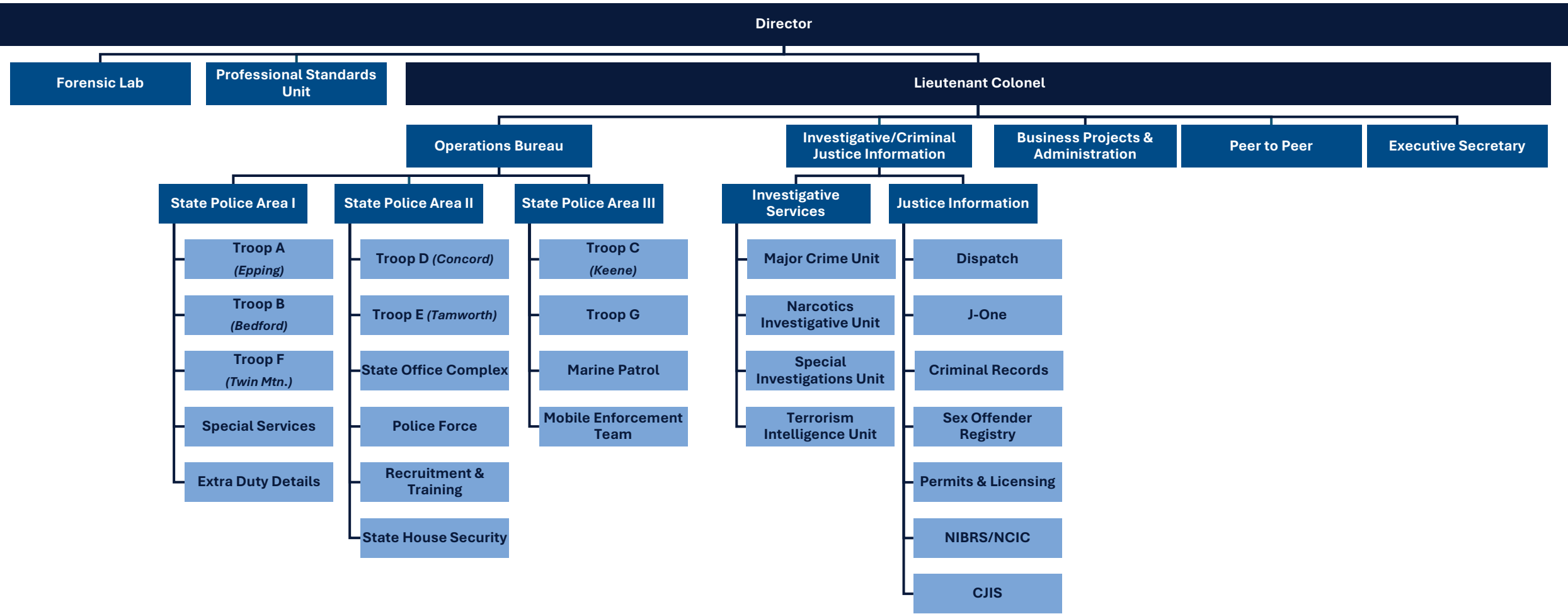
## Vehicles, Boats, & Titles

## Inspections & Emissions



# Division of State Police (NHSP)

## Organizational Chart



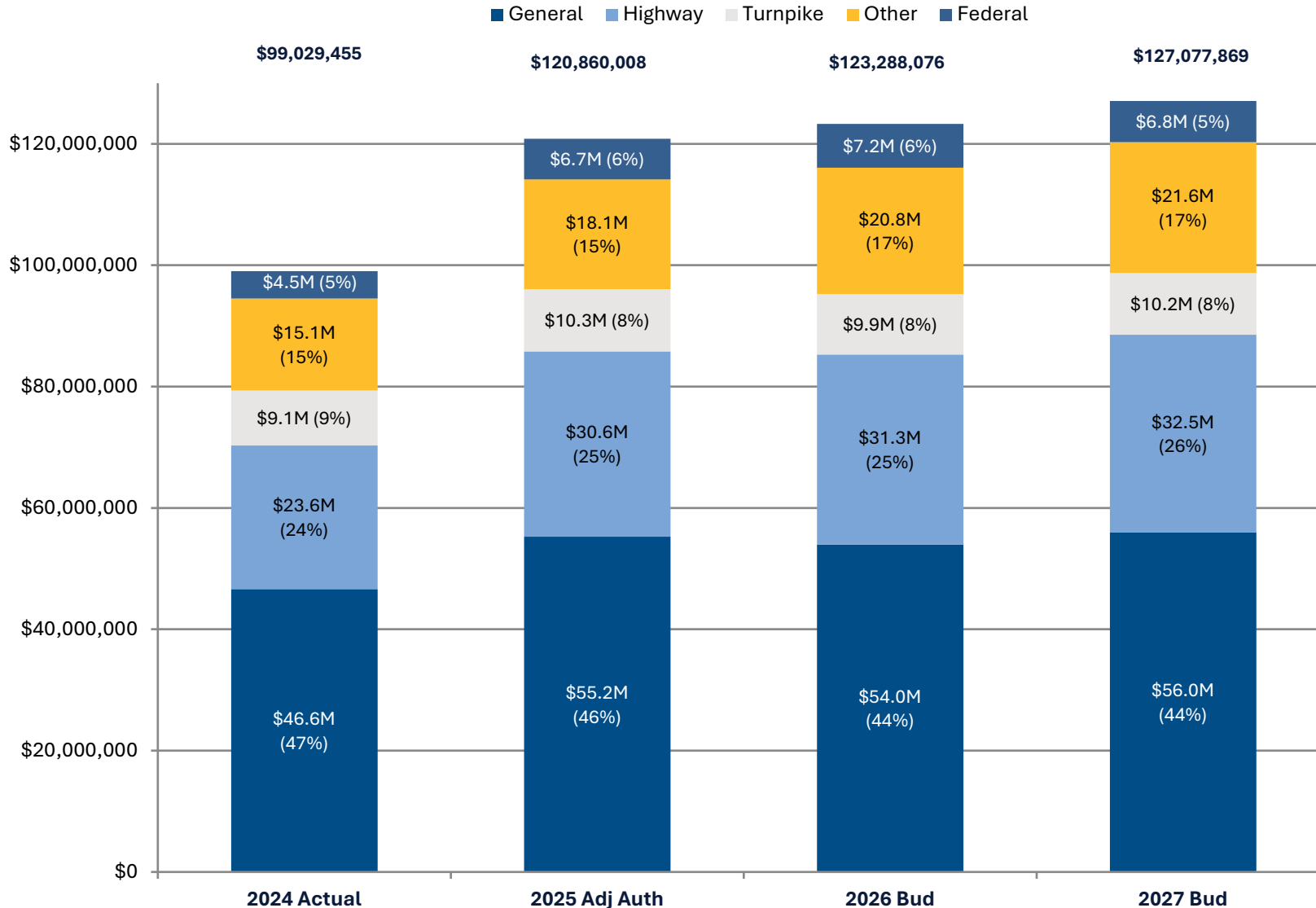
As a state law enforcement agency, the New Hampshire State Police (NHSP) patrols New Hampshire's state highways, toll roads and interstates, enforcing state criminal, motor vehicle and other public safety laws. The Division has concurrent jurisdiction in towns under the population level of 3,000 and primary jurisdiction on all interstate highways. NHSP operates (7) Troop Stations, a Marine Patrol facility, and aircraft hangar providing a visible law enforcement presence across the state. The Division also operates the State Forensic Lab, Criminal Records Unit, Permits & Licensing Unit, and provides Security at the State House, Legislative Office Building, and NH Hospital campus.



# Division of State Police (NHSP)

## FY26/27 Agency Budget Summary

### NHSP 26/27 Budget Request



### NHSP Service Highlights (FY24)

Stopped **91,093** motor vehicles.

Arrested **1,233** impaired drivers.

Conducted **6,448** criminal investigations.

Processed **80,806** sets of fingerprints.

Conducted **8,714** commercial vehicle inspections.

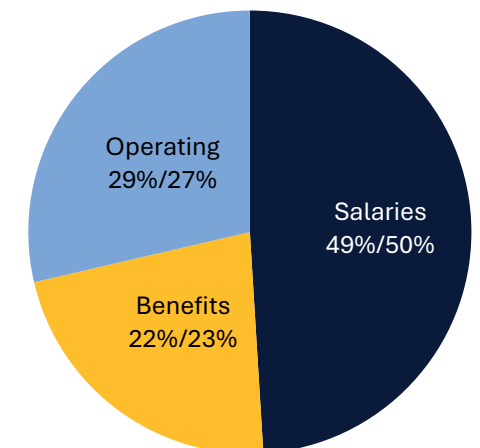
### FY25 Authorized FT Positions



**574** Classified | 1 Unclassified

### FY26/27 NHSP Budget

Salaries Benefits Operating



## Justice Information Bureau

Narcotics Investigation Unit  
Major Crime Unit  
Special Investigations Unit  
Terrorism/Intelligence Unit

## Operations Bureau

Area Commander for Troops A-G  
Marine Patrol  
NH State Hospital  
Special Services  
State House Security  
Quality Assurance & Compliance  
Policy & Compliance  
Recruitment & Training

## Investigative Services Bureau

Communications  
Records & Information  
*Sex Offender Registry*  
*Criminal Records*  
*Permits & Licensing*  
J-One Program  
*NCIC Program*  
*Digital Evidence Unit*



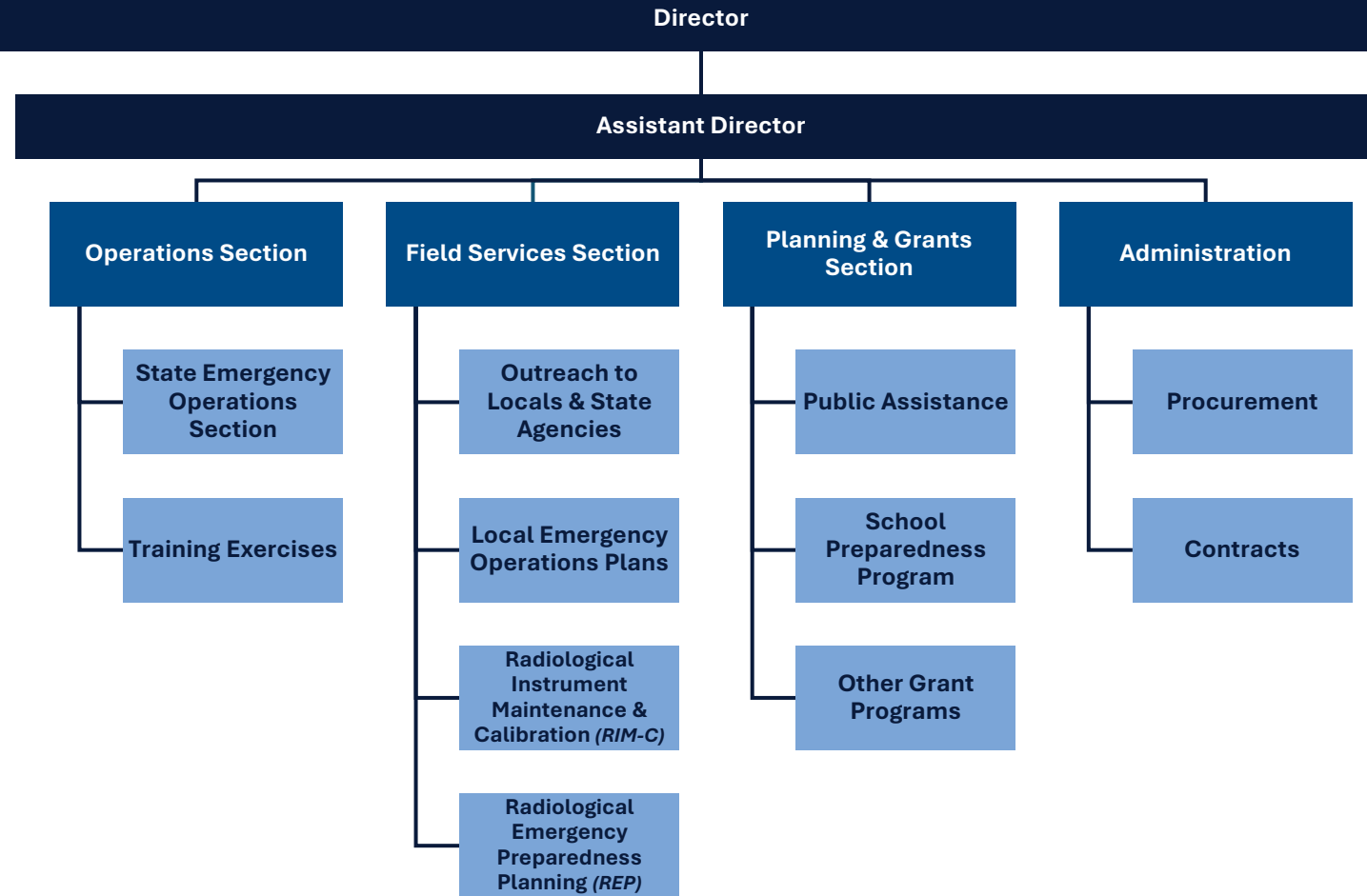
## Key Programs & Services





# Division of Homeland Security & Emergency Management (HSEM)

## Organizational Chart



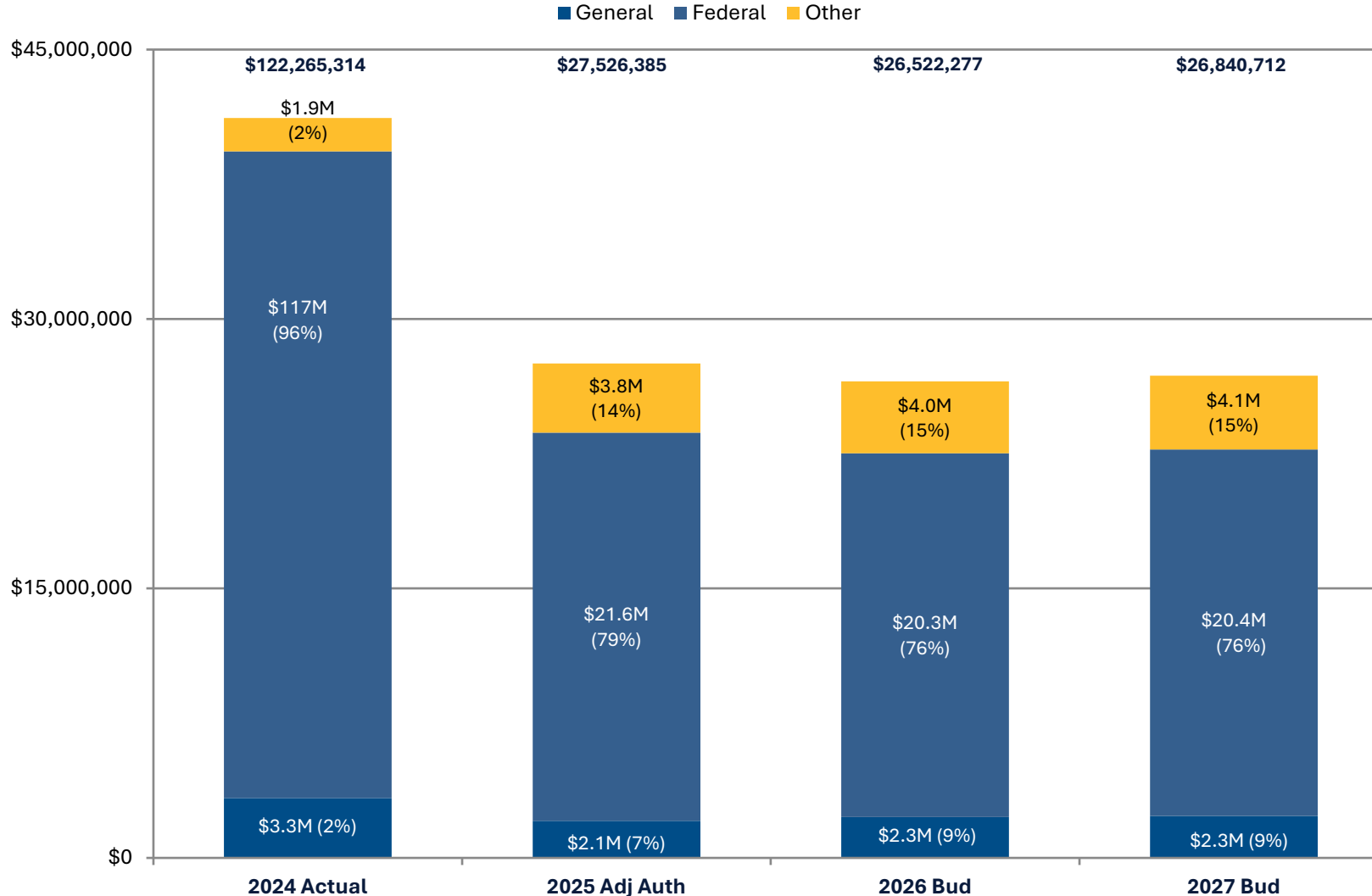
The Division of Homeland Security and Emergency Management (HSEM) is responsible for coordinating New Hampshire's response to major natural or human-caused disasters. HSEM employees form the core of the State's emergency response organization and operate the State Emergency Operations Center (SEOC). During major disasters, the SEOC is augmented with liaisons from a variety of State, federal and private sector agencies. HSEM is organized into the following functional areas: Operations, Field Services, Planning & Grants, and Administration.



# Division of Homeland Security & Emergency Management (HSEM)

## FY26/27 Agency Budget Summary

### HSEM 26/27 Budget Request



### HSEM Service Highlights (FY24)

Activated the State Emergency Operations Center (SEOC) **12** times.

Facilitated **228** school security assessments and **36** trainings and exercises.

Conducted **44** initial reviews and approved **44** local hazard mitigation plans.

Awarded **113** Emergency Management Performance Grants (EMPG).

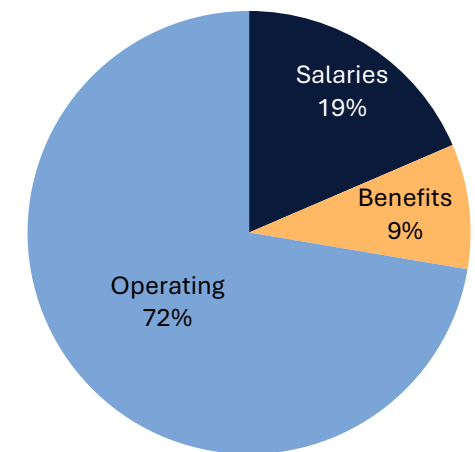
### FY25 Authorized FT Positions



**42 Classified | 2 Unclassified**

### FY26/27 HSEM Budget

Salaries Benefits Operating





# Key Programs & Services

PREVENTION	RESPONSE	RECOVERY	MITIGATION
Community Outreach	Community Services	Public Assistance Program	Hazard Mitigation Grants
Homeland Security/NHIAC	State Emergency Operations Center	Individual Assistance	State Hazard Mitigation Plan
Community Services	Community Outreach	Community Services	Local Hazard Mitigation Plans
School Safety Program			

## PREPAREDNESS

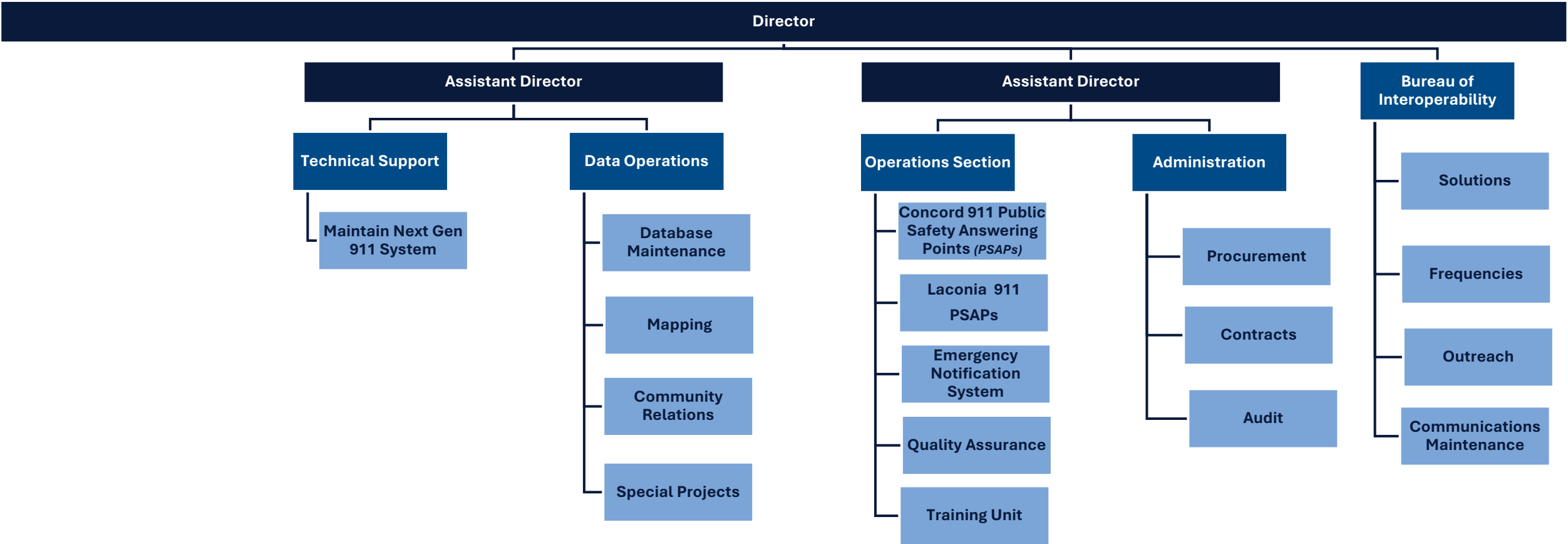
- Training & Exercise
- Statewide Emergency Plans
- Radiological Emergency Preparedness
- School Safety Task Force
- Emergency Management Performance Grants





# Division of Emergency Services & Communication (DESC)

## Organizational Chart



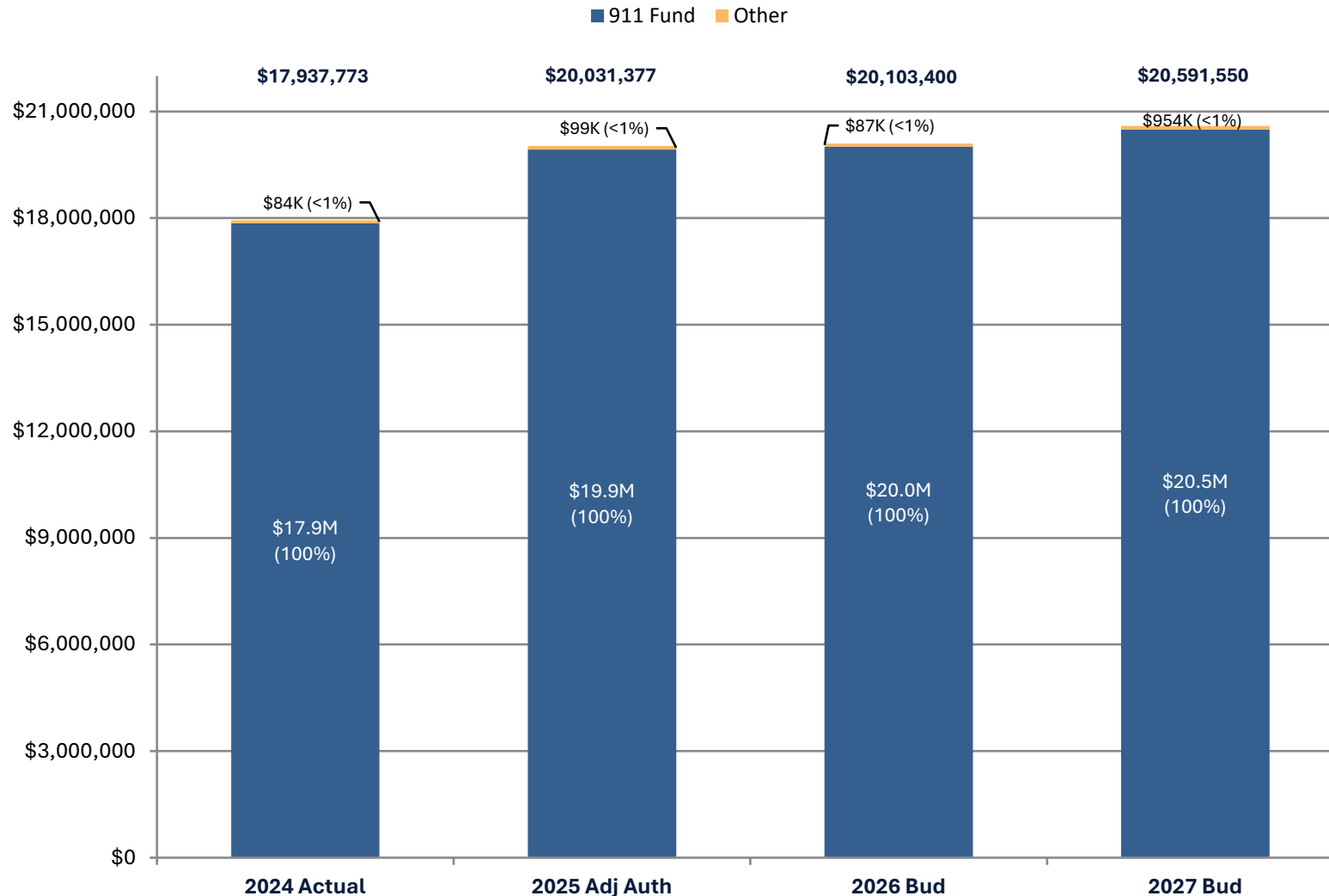
The Division of Emergency Services and Communications (DESC) oversees the statewide enhanced 911 system, utilizing 911 as the primary emergency telephone number. By calling or texting 911 from any telephone in New Hampshire, help can be dispatched within minutes for any type of emergency. Caller ID technology allows us to get help to people, even if they are not able to speak. E911 staffs two redundant Public Safety Answering Point (PSAP) call centers: one in Concord and one in Laconia. The Division also maintains the State's radio network and promotes interoperability across the state.



# Division of Emergency Services & Communication (DESC)

## FY26/27 Agency Budget Summary

### DESC 26/27 Budget Request



### DESC Service Highlights (FY24)

Processed **434,136** - 911 calls.

Achieved **99.66%** quality assurance rate.

Performed **531** exigent requests for law enforcement.

Performed **123** transfers to **988** and processed **1,440** record requests from law enforcement.

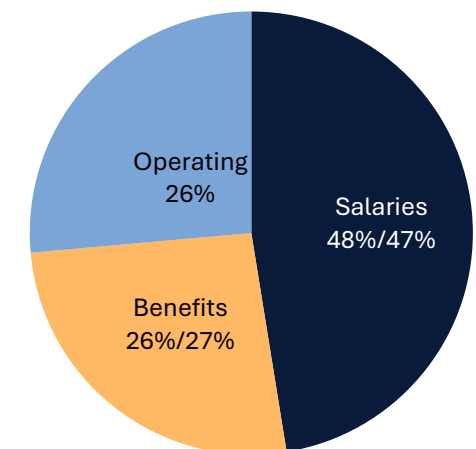
### FY25 Authorized FT Positions



**130** Classified | **1** Unclassified

### FY26/27 DESC Budget

Salaries Benefits Operating





### Bureau of Communications & Interoperability

Develops interoperability training for first responders and coordinates communications needs at all levels.

Engineers, installs, and maintains NHSP radio systems, microwave backhaul, and support facilities.

Supports 49 Microwave Links and 29 Transmit/Receive Sites.

### Bureau of Technology Services

Provides fault-tolerant networking for 911, radio, and operational systems.

Maintains 911 systems, GIS, and ALL databases, with 728,102 addressable points in the mapping database.

### Bureau of Operations

Operates 2 geo-redundant 911 PSAP centers (Concord & Laconia), providing 24/7 coverage.

Answered 429,525 calls, 1,315 texts to 911, with average transfer times of 124.92 sec (EMD) and 49.71 sec (Police/Fire).

99.66% of calls answered in <15 sec; 99.82% in <20 seconds.

Achieved 97% quality assurance on 8,479 emergency and police/fire reviews.

### Bureau of Administration

Manages business functions, financials, purchasing, logistics, and 911 surcharge auditing.

Oversees fleet management and public outreach/education.

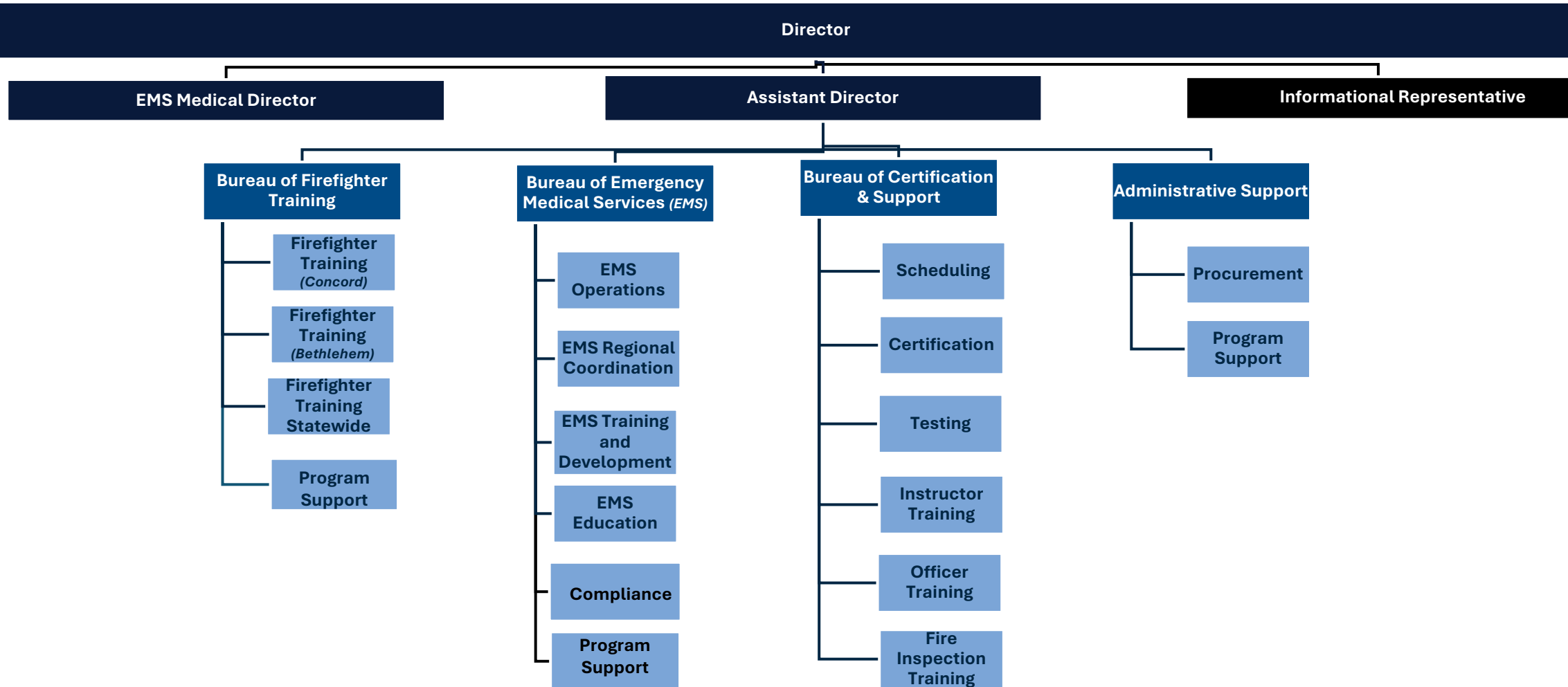
## Key Programs & Services





# Division of Fire Standards & Training & EMS (FSTEMS)

## Organizational Chart



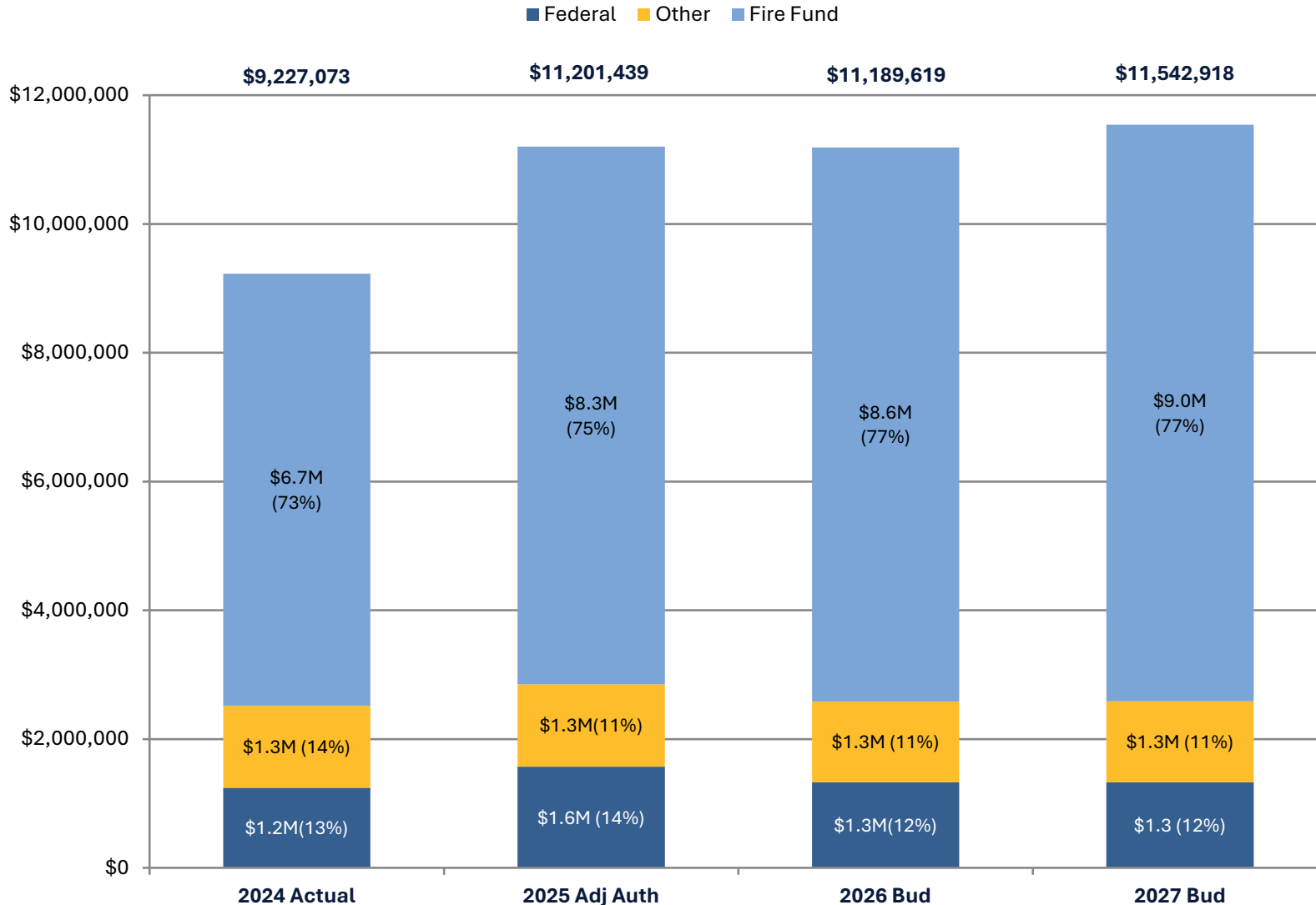
The Division of Fire Standards and Training & Emergency Medical Services (FSTEMS) is committed to training, educating, and certifying emergency and community responders to protect the citizens and visitors of New Hampshire. The training and services provided cover a vast demographic of first responders including firefighters, EMS providers, public works and citizen volunteers.



# Division of Fire Standards & Training & EMS (FSTEMS)

## FY26/27 Agency Budget Summary

### FSTEMS 26/27 Budget Request



### FSTEMS Service Highlights (FY24)

Enrolled **35,621** students. Issued **1,680** certifications.

Licensed **6,076** EMS providers. Licensed **502** ambulances.

Manage statewide electronic patient records system for EMS incidents.

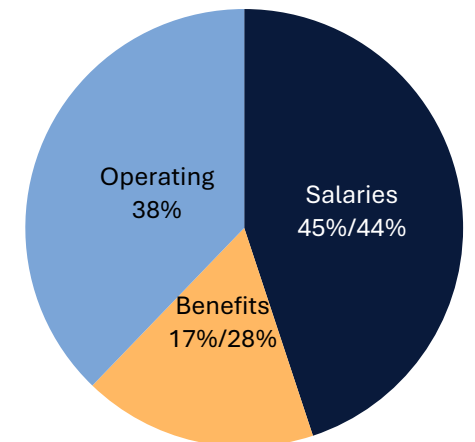
### FY25 Authorized FT Positions



40 Classified | 1 Unclassified

### FY26/27 FSTEMS Budget

Salaries Benefits Operating





# Key Programs & Services

## Fire Training

Firefighter, Haz-Mat, Driver Operator, Airport Rescue Firefighter, Technical Rescue

Two training campuses, vehicles, props, apparatus, equipment

Numerous non-certification courses

## Curriculum

Plans, develops and implements all curriculums and national accreditation

Evaluates all curriculum, testing, competency-based assessments

Professional development

## Emergency Medical Services

Manage and regulate EMS education and testing, provides clinical oversight,

Compliance and Protocol Development

License providers, vehicles and units

Data management, collection and analysis

Manage statewide trauma system

## Certification and Support

Instructor, Fire Officer, Fire Investigator, coordinate National Fire Academy programs, CPAT

Develop on-line educational content

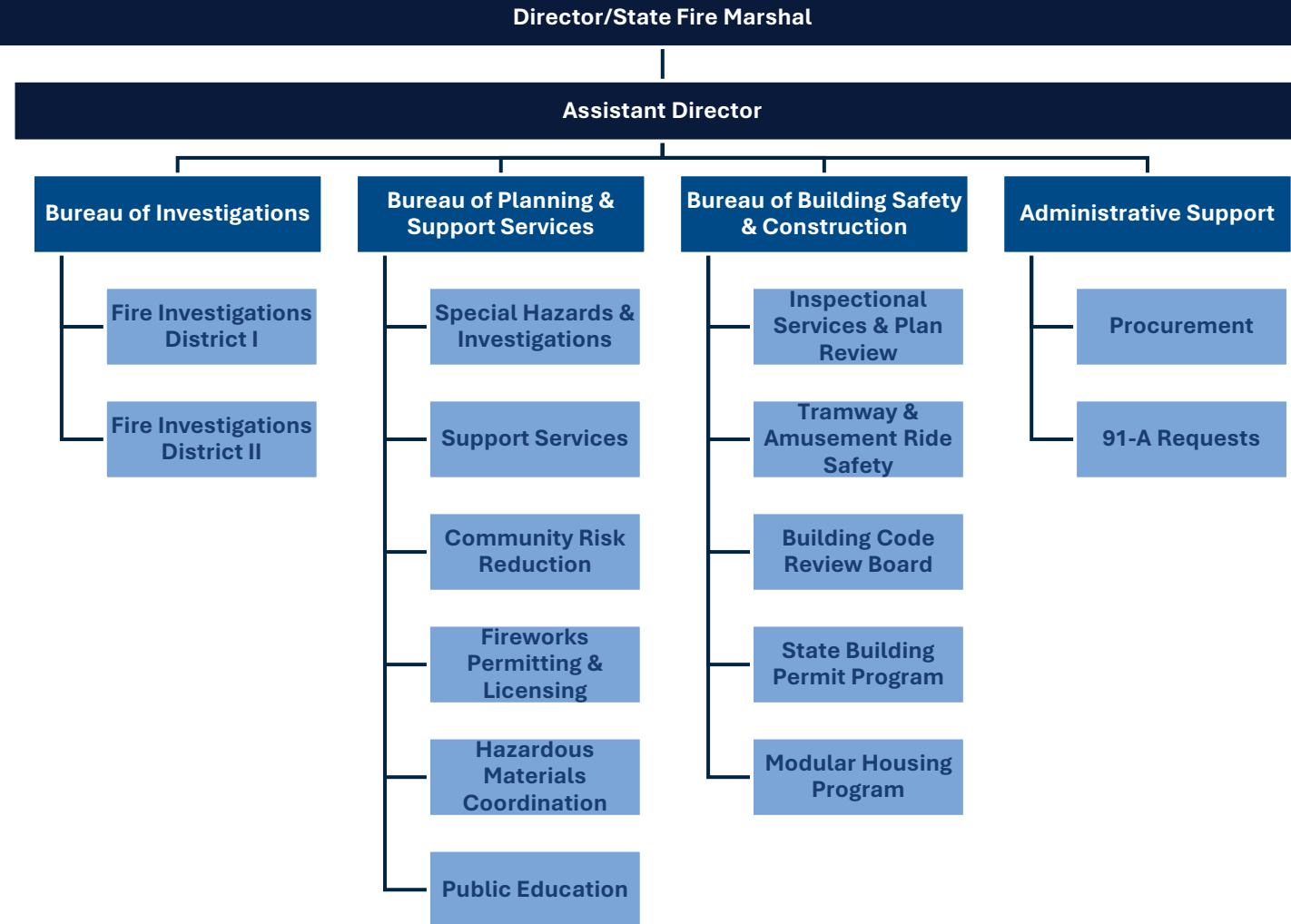
Course registrations, billing, certificate production and reception area staff





# Division of Fire Safety (FSFTY)

## Organizational Chart



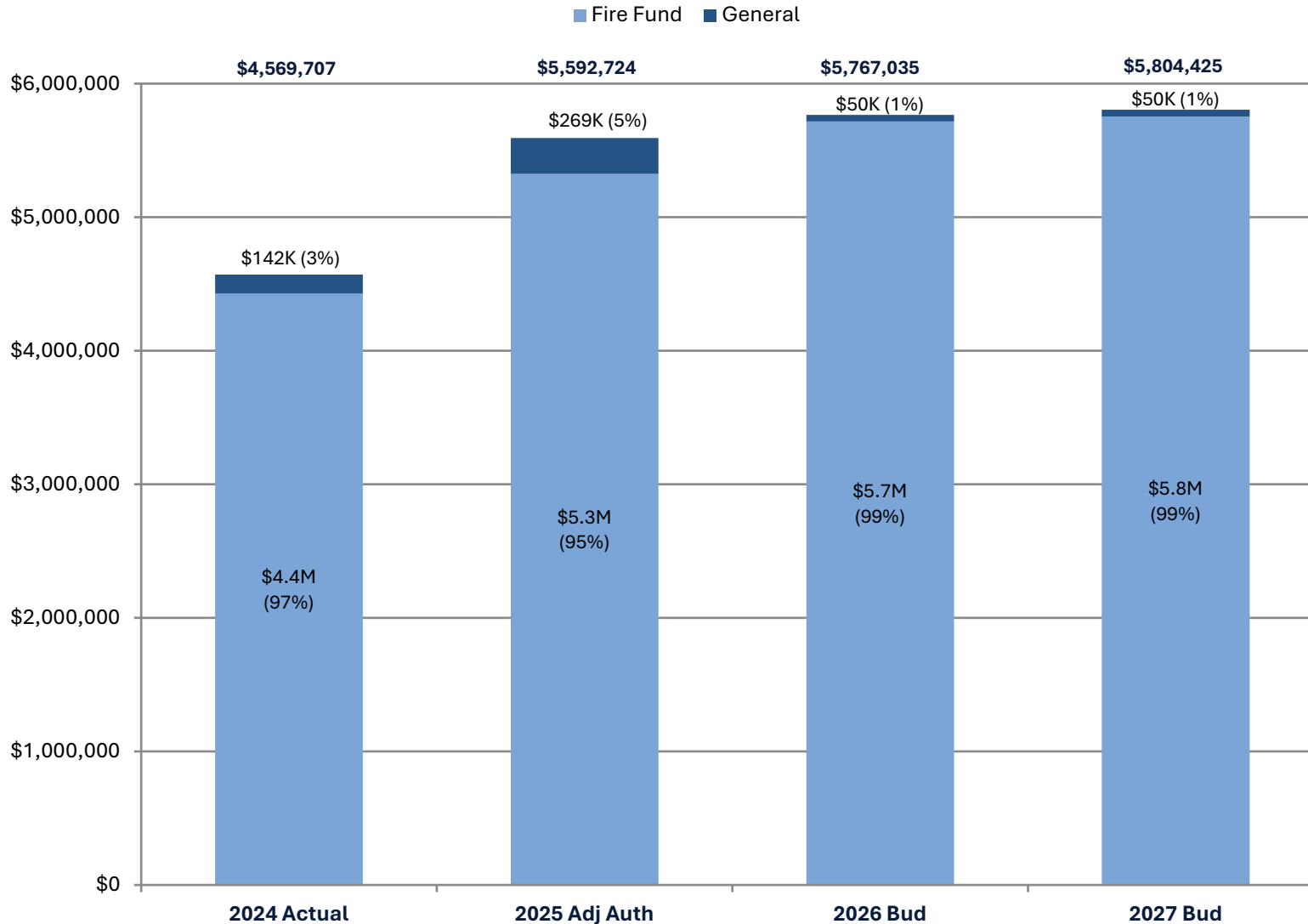
The mission of the Division of Fire Safety is to prevent deaths, injury and property loss by promoting a safe fire, building and hazardous materials environment for the citizens and visitors of New Hampshire through education, engineering, investigation and enforcement. The Division investigates all fires, building collapses, and carbon monoxide releases, other than from automobiles, which cause death and assists any local fire chief, law enforcement, or local governing board requesting assistance.



# Division of Fire Safety (FSFTY)

## FY26/27 Agency Budget Summary

### FSFTY 26/27 Budget Request



### FSFTY Service Highlights (FY24)

Investigated **87** fire related incidents.

Conducted **1,089** fire and life safety inspections.

Recorded **193,773** calls and **3,019** fires.

Issued **1,112** modular housing labels.

Issued **654** permits for state, university, and community college building projects.

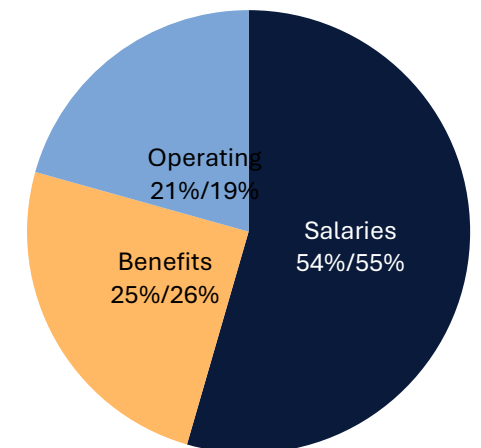
### FY25 Authorized FT Positions



26 Classified | 1 Unclassified

### FY26/27 FSFTY Budget

Salaries Benefits Operating





# Key Programs & Services

## Bureau of Building Safety & Construction

State-owned System

State-owned local fire and building officials

Routine fire/life safety inspections of state-owned properties

Tramway & Amusement Ride Safety

Modular Building Program

Fireworks Safety Program

Educational & Healthcare Facility Reviews

State Fire Code Variances



## Bureau of Investigations

Fire/Explosion Investigations

Fire, carbon monoxide and building collapse death investigations

Assist local, state and federal agencies as subject matter experts

Ignitable liquid detection canine program

Youth fire setter education and intervention programs

## Bureau of Outreach & Education

Community Risk Reduction Programs

Training and outreach to local and state partners

Emergency incident data reporting and analysis

Fire Safe Cigarette Program

Hazardous materials coordination, technical assistance and response

NH Statewide Fire & All-Hazards Mobilization Plan

ESF 4 & 10 at State Emergency Operations Center