

NEW HAMPSHIRE STATE POLICE

A Division of the New Hampshire Department of Safety

STRATEGIC PLAN



FY 25-27



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INTRODUCTION

At the closing of 2023, the New Hampshire State Police executive leadership team began the development process of creating a strategic plan. Over the past several months, the leadership team has collaborated with both internal and external stakeholders and has received input from all of the three Bureau's within the Division of State Police in order to develop a plan that includes our top priorities related to public safety.

Our leadership team's goal was to create a strategic plan that encompasses our priority goals and objectives throughout the Division of State Police and I am pleased to present the New Hampshire State Police Strategic Plan for Fiscal Year 2025 / 2027.



A handwritten signature in black ink that reads "Mark B. Hall".

Colonel Mark B. Hall
Director, New Hampshire State Police

AREAS OF FOCUS

The following Department of Safety areas of focus were considered when developing Division specific Goals and Objectives.

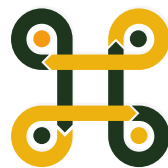
Operational Activities | Financial Stability | Customer Service | Organizational Capacity

Expand Customer Access to Public Safety Services

- Customers access services through different channels without interruption (omni channel)
- Public Awareness of services
- Web/In-person/phone/mail; Appointment vs. walk-ins / Courses vs. Modules
- Automate workflows and promote paperless processing
- Minimize vacancies

Increase Employee Training and Development

- Consistent learning and development requirements
- Expand leadership skills and competencies
- Set formal performance expectations
- Embrace initiative and innovation
- Align roles and responsibilities with knowledge economy (eliminate tasks)



Improve Effectiveness of Reporting and Decision Making

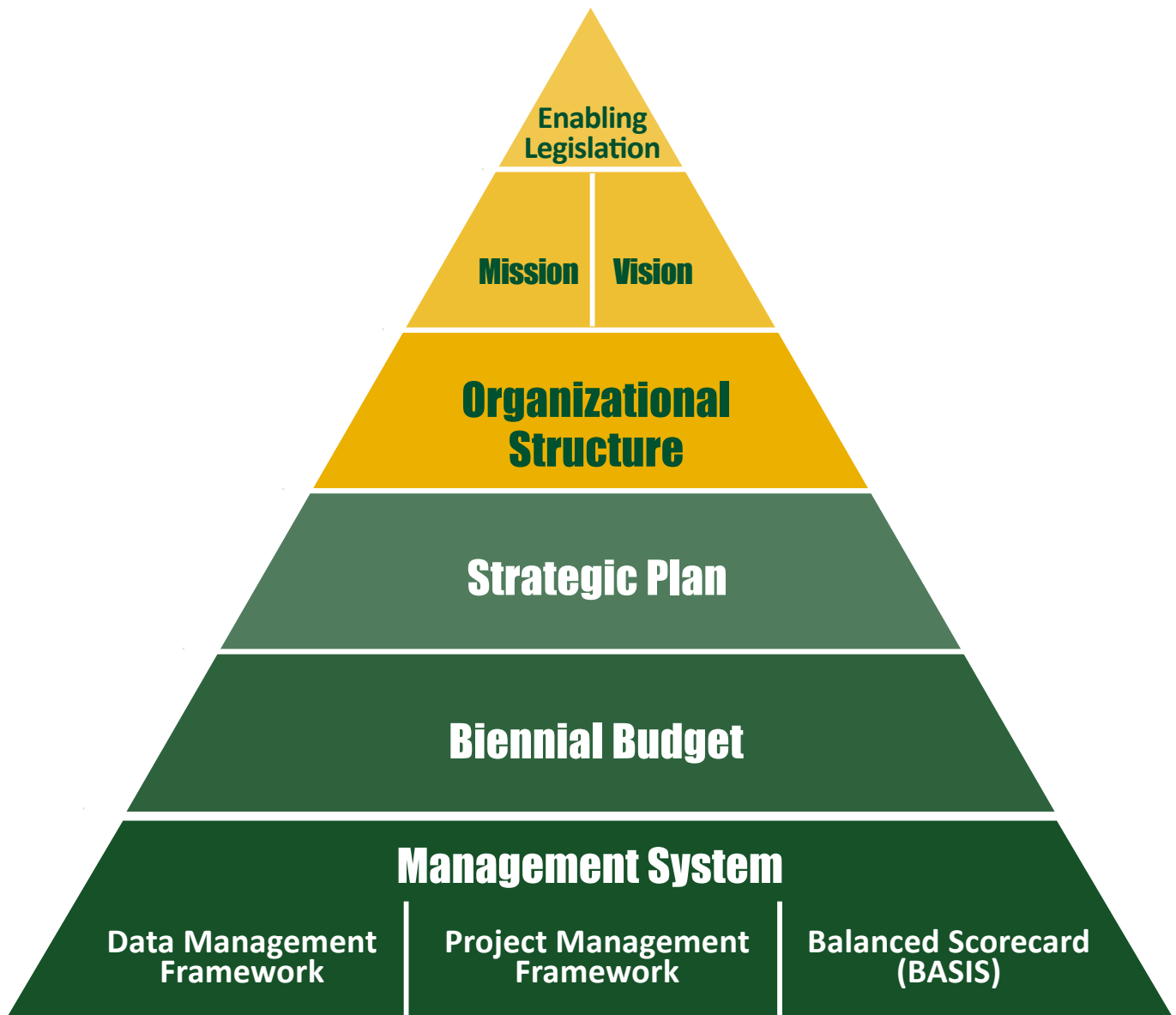
- Data governance/classification/reporting standards
- Expand access to data/info
- Automate data/feedback for efficient operations
- Identify areas for improvement in service delivery

Ensure Uninterrupted Access to Critical Resources

- Maintain functionality of facilities, fleet, and equipment
- Minimize Internal and External IT Systems and Service disruptions
- Enhance Interoperability of Communications Systems
- Maintain and Promote Cybersecurity best practices to all Public Safety entities
- Support Employee Wellness Initiatives

FRAMEWORK

The Department of Safety Strategic Planning Framework provides a comprehensive approach to developing goals and objectives that align with legislative authority and are supported by budgetary resources and formal management systems.



ENABLING LEGISLATION

106-B:2 Division of State Police.

There shall be a division of state police within the department of safety as provided in RSA 21-P:7.

106-B:12 Authority and Duties of Police Employees. – Police employees shall be ex-officiis constables throughout the state. They shall have statewide authority to enforce all provisions of RSA title XXI relative to motor vehicle laws and the regulations relative to the transportation of hazardous materials, pursuant to RSA 106-A:18 and RSA 106-B:15. The director, division of state police, shall report to the director, division of motor vehicles, all violations of and prosecutions under the motor vehicle laws. Police employees shall have general power to enforce all criminal laws of the state and to serve criminal processes and make arrests, under proper warrants, in all counties. They shall not serve civil processes. No police employee shall act, be used or called upon for service within any town in any industrial dispute unless actual violence has occurred therein, and then only upon order of the governor. When any police employee shall apprehend any person who has committed or attempted to commit a felony the director shall immediately make a report to the attorney and the sheriff of the county and the chief of police of the municipality in which the offense was, or was suspected of being, committed and such cases shall be investigated and prosecuted by said county officials with the cooperation of said police employees. Further, police employees acting within 25 air miles of the international border with Canada, shall have the same authority and powers granted to forest rangers and officials of the division of forests and lands pursuant to RSA 227-G:7 and RSA 227-G:8.

MISSION VISION



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.

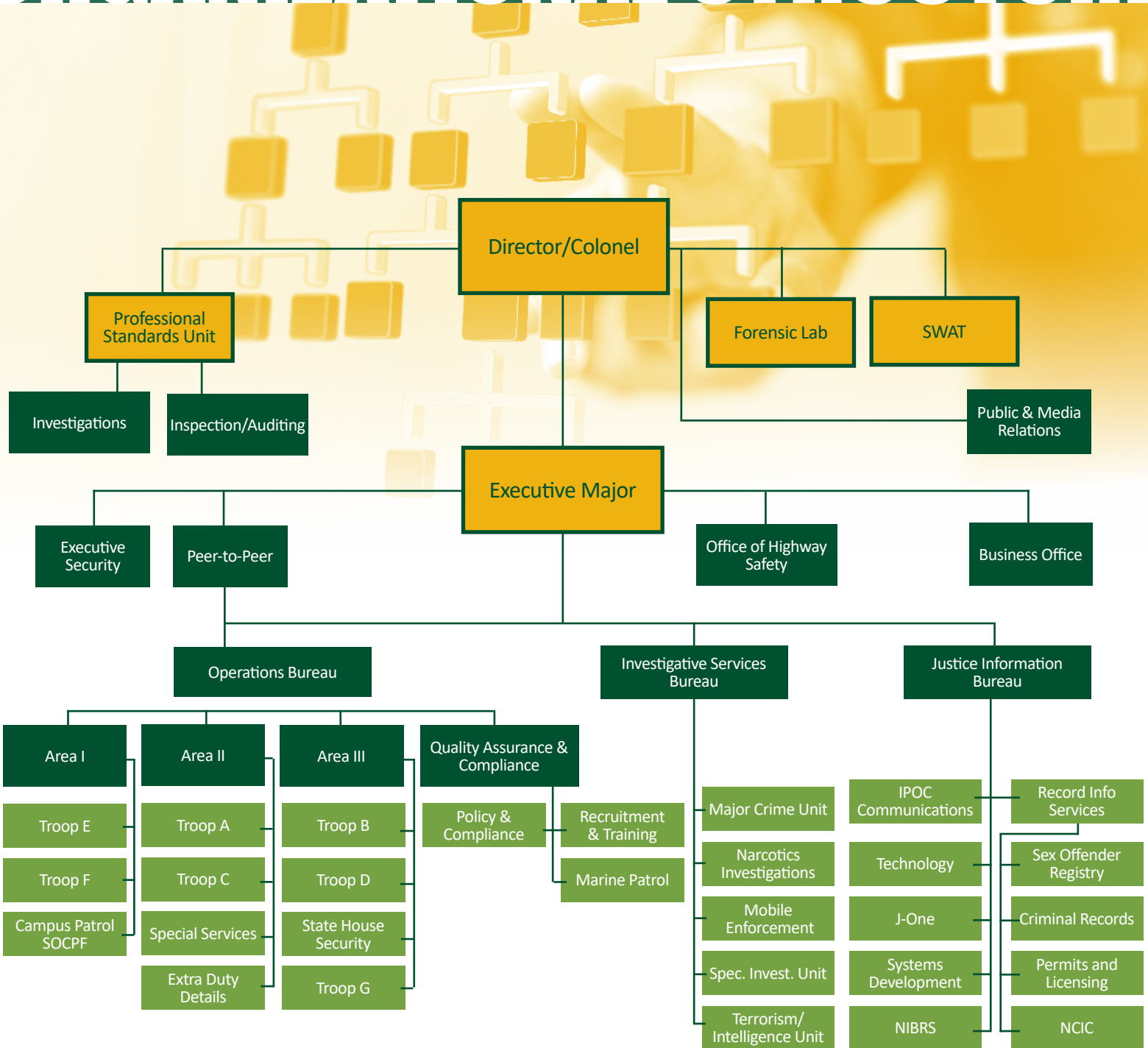


Vision Statement

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

NEW HAMPSHIRE STATE POLICE

ORGANIZATIONAL STRUCTURE



GOALS & OBJECTIVES

Decrease sworn vacancy rate

The current vacancy rate for the State Police is between 17-19%. The goal is to retain current staff and continue to use creative methods of recruiting new personnel to increase staffing.

OBJECTIVES

- Increase number of recruitment contacts
- Expand digital/virtual recruitment events
- Initiate use of social media specific to R&T

Ensure vehicles and equipment remain available to meet demands for service

The Division of State Police will take possession of 246 vehicles, which will assist in improving the health of the fleet. Secure funding for the purchase of essential equipment in need of replacement such as Tasers, pistols, optics, and lighting systems.

OBJECTIVES

- Acquire vehicles, schedule throughput and upfitting
- Secure funding for FY 26/27 budget for pistols and tasers
- Test and evaluate pistols, including red dot optics, lighting systems, holsters, and tasers

GOALS & OBJECTIVES

Improve and maintain a professional and adequate work environment at all division facilities

Many of the Division Facilities are in need of updates and improvements. Our goals are to secure funding to improve the State Police firing range, update and improve the Troop E barracks in Tamworth, and identify a physical location to accommodate training and storage of specialty vehicle needs.

OBJECTIVES

Renovate Troop E to accommodate current operational needs



Renovate State Police firing range to accommodate current operational needs



Identify long-term physical locations to accommodate current training needs



Complete safety assessments at each state police facility

Develop leaders within all aspects of the division

The Division of State Police expects a great deal from both our non-commissioned officers and command staff, and it is imperative that we provide them with the education and training to be effective at their jobs. We will create a training program for both NCO's and command staff officers which will provide essential topics relevant to their positions.

OBJECTIVES

Establish and deliver non-commissioned officer training



Establish and deliver commissioned officer training

GOALS & OBJECTIVES

Improve efficiency and effectiveness of law enforcement service

We will strive to improve the capability, compliance, and efficiency of all Criminal Justice Information Systems (CJIS) environments within the State Police Justice Information Bureau.

OBJECTIVES

Maintain and upgrade automated fingerprint identification system (AFIS)



Improve the organization of and efficient access to State Police records and information



Achieve state accreditation through PSTC



Expand statewide agency engagement with J-One



Expand Federal Firearms License (FFL) participation in online checks



Increase the number of agencies participating in e-complaint, e-crash and e-citation modules
i.e. full implementation



Increase the number of agencies participating in two or less of the offered set of e-modules
i.e. partial implementation



Increase the number of charges submitted electronically statewide

GOALS & OBJECTIVES

Increase enforcement efforts to reduce impaired and aggressive driving and serious crashes and fatalities

The safety of New Hampshire's highways continues to be an important priority for the State Police. We will increase speed, distracted driving and impaired driving initiatives throughout each of the 6 Troop areas while supplementing these initiatives with Highway Safety funded patrols.

OBJECTIVES

Increase the number of enforcement patrols

Leverage federal funding to enhance patrols

Continue to provide the highest quality of forensic science services to NH law enforcement

We will continue to improve customer service with local law enforcement while increasing capabilities and efficiency within the Forensic Laboratory. We will seek to secure funding to continue to increase capacity and develop new and innovative techniques and equipment to better serve the State of New Hampshire.

OBJECTIVES

Complete the ARPA funded DNA workflow changes

Increase the number of agencies utilizing the LIMS portal in the evidence submission process

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A Division of the New Hampshire Department of Safety

CONTACT US

LOCATIONS

Headquarters	33 Hazen Dr, Concord, NH 03305	603-223-8813
TROOP A	315 Calf Hwy, Epping NH 03042	603-679-3333
TROOP B	16 East Point Dr, Bedford, NH 03110	603-666-3334
TROOP C	15 Ash Brook Ct, Keene NH 03431	603-358-3333
TROOP D	139 Iron Works Rd, Concord NH 03301	603-271-1162
TROOP E	1864-Rte 16, Tamworth, NH 03886	603-323-3333
TROOP D	549-Rte 302, Twin Mnt, NH 03595	603-846-3333
TROOP G	23 Hazen Dr, Concord NH 03305	603-223-8778
State Office Complex	36 Clinton St, Concord NH 03301	603-271-5555
Marine Patrol	31 Dock Rd, Gilford, NH 03249	603-293-2037

ONLINE

nhsp.dos.nh.gov

