

# State of New Hampshire

JOHN J. BARTHELMES  
COMMISSIONER OF SAFETY



ELIZABETH A. BIELECKI  
DIRECTOR OF MOTOR VEHICLES

DEPARTMENT OF SAFETY  
DIVISION OF MOTOR VEHICLES  
23 HAZEN DRIVE, CONCORD NH 03305  
TDD Access Relay NH 1-800-735-2964

September 21, 2016

Irene Baudreau, Town Clerk  
Town of New Boston  
7 Meetinghouse Hill Road  
New Boston, NH 03070

**RE:** Official Audit Report, Town of New Boston

On June 22, 2016, an audit was performed on the records of the Municipal Registration Agent in the Town of New Boston at the municipal office.

Attached are the following documents:

## Audit Report

**Lisa  
Lienhart**

Digitally signed by Lisa Lienhart  
DN: cn=Lisa Lienhart, o=Division  
of Motor Vehicles,  
ou=Department of Safety,  
email=Lisa.Lienhart@dos.nh.gov,  
c=US  
Date: 2016.09.21 13:21:34 -04'00'

---

Lisa Lienhart, Administrator  
Division of Motor Vehicles



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF SAFETY  
DIVISION OF MOTOR VEHICLES  
NEW BOSTON MUNICIPAL AGENT AUDIT  
JUNE 22, 2016

*To the Management of the Division of Motor Vehicles and the New Boston Municipal Agent:*

We conducted an audit of the New Hampshire Department of Safety, Division of Motor Vehicles New Boston Municipal Agent on June 22, 2016. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

This report is the result of our evaluation of the information noted above and is intended solely for the information of the Department of Safety, Division of Motor Vehicles Management and the Municipal Agent.

This report details the results of this audit, including any observations and recommendations necessary to ensure compliance with applicable procedural rules set forth in New Hampshire RSA 261 Certificates of Title and Registration of Vehicles and Part Saf-C 519 Registration by Municipal Agents in the DMV Administrative Rules.

## Table of Contents

	Page
<b>Introduction</b> .....	1
<b>Purpose and Scope of Review</b> .....	1
<b>Methodology</b> .....	2
<b>Review and Inspection Activities</b> .....	2
<b>Test of Controls</b> .....	2
<b>Conclusion</b> .....	2

### Abbreviations

ACH	Automated Clearing House
DMV	Division of Motor Vehicles
DOS	Department of Safety
RSA	New Hampshire Revised Statutes Annotated
SAF-C	DOS Administrative Rules
SOP	New Hampshire DMV Standard Operating Procedure
IDMS	Department of Safety Legacy Financial and Inventory Software
MA	Municipal Agent
MAAP	Department of Safety Registration Software
VPN	Virtual Private Network

## **Introduction**

Irene Baudreau, the New Boston Town Clerk performs the duties of Municipal Agent for the DMV. Municipal Agents are governed by New Hampshire RSA 261 Certificates of Title and Registration of Vehicles and Part Saf-C 519 Registration by Municipal Agents of the DMV Administrative Rules. Additionally, each Agent is bound by the terms of the Municipal Registration Agent Contract entered into with the DMV prior to being granted registration authority, and should also follow guidelines provided in the Procedure Manual for Municipal Agents.

Ms. Baudreau was certified to issue registrations in May 2007 and was appointed as Town Clerk and Municipal Agent for the Town of New Boston shortly thereafter. She accesses the MAAP registration system through vendor software provided by Avitar Associates of New England.

The Agent's office is set up so that all transactions are processed over a counter. This counter provides a barrier between the registrants and the inventory, documents and revenue entrusted to the Agent. After hours all inventories and revenue are further secured in a locking cabinet and file drawer. New Boston is a single check town and the Agent makes daily ACH transfers into a TD Bank sweep account. A sampling of the Agent's transfer and reporting history revealed a general compliance with the procedures established for this location.

## **Purpose and Scope of Review**

This internal review, on a tested sample basis, was designed to determine whether the Municipal Agent located in New Boston, New Hampshire was in compliance within a limited scope area of inventory accountability, cash accountability, compliance with Department of Safety (DOS) Administrative Rule Part Saf-C 519 Registration by Municipal Agents, RSA 261 Certificates of Title and Registration of Vehicles, and RSA 541-A Administrative Procedure Act and established Division of Motor Vehicles Standard Operating Procedures (SOP).

On June 22, 2016, an audit was performed at the New Boston Municipal Agent Office, located at 7 Meetinghouse Hill Road, New Boston, New Hampshire. This Division of Motor Vehicle review was conducted in accordance with generally accepted government auditing standards applicable to performance audits and, accordingly, we included such tests of the records, on a selected sample, and such other review procedures as we considered necessary and appropriate in the circumstances.

## **Methodology**

We reviewed and analyzed various sources of information, including the State of New Hampshire laws, administrative rules, policies and procedures for the Division of Motor Vehicles, financial reports, Municipal Agent Help Desk call logs and other documentation as needed. To focus our efforts, we interviewed the MA regarding the operation and management of the Municipal Agency. We also performed on-site file reviews and examined information uniformity provided from all sources for our tested sample.

## **Review and Inspection Activities**

The New Hampshire Division of Motor Vehicles conducted a review at the Municipal Agent's office located in New Boston, New Hampshire. The site review consisted of an interview with the Municipal Agent responsible for the specific functions that were tested. This interview is documented within our work papers.

## **Test of Controls**

The MA was asked to produce the following documents and inventory to ensure that they were in compliance within the limited review areas with State of New Hampshire laws, administrative rules, and policies and procedures for the DMV.

1. All inventory on hand as of June 22, 2016 to be reconciled against inventory records provided by the IDMS/MAAP system.
2. State Daily Registration Logs and Deposit Receipts from the date of the last audit (June 22, 2015) to the current audit date (June 22, 2016).
3. Inventory receipts and damaged inventory documents from the date of the last audit (June 22, 2015) to the current audit date (June 22, 2016).

## **Conclusion**

The Agent is generally in compliance with the applicable statutes, rules and procedures. The physical setup of the Agent's office and procedures in place provide adequate security for the revenue and inventories entrusted to the Agent.

At the conclusion of the audit, all inventory entrusted to the Agent had been accounted for.