Governor's FY 24/25 Capital Budget Hearing

Department of Safety Requests

Monday, June 20, 2022

DMV Driver Licensing System
VISION Re-hosting
$2,500,000 (100% Cost of Collections)

VISION is the Division of Motor Vehicles (DMV) Driver Licensing System that was implemented in 2016 and is used to manage all driver license records, Bureau of Hearings activities, payment and processing of violations, plate and decal inventory, and audits of dealers and inspection stations. VISION ensures compliance with all state and REAL-ID licensing laws, rules, and regulations, and supports a wide range of DMV business partners including Law Enforcement, Municipalities, and Auto Dealers. VISION has enabled the DMV to expand online services to include Online License Renewals, Online Ticket-Pay, and Online Insurance Verification. The VISION system processes over $100M in revenue each year.

The physical server environment that runs VISION is approaching end of life and must be replaced. The DMV in consultation with the Department of Information Technology, has determined that the most efficient and cost effective approach to hosting VISION is:

- Migrating the existing physical infrastructure in the Microsoft Azure Cloud
- Upgrading Microsoft Dynamics CRM to Microsoft Dynamics 365

This comprehensive approach leverages well-established and proven Microsoft technology to make future infrastructure upgrades easier and less costly while eliminating increased support overhead to maintain critical business capabilities required for processing customer transactions.

State Message Platform (SMP) Replacement
$1,350,000 (81% General / 19% Highway)

The NHSP Message Platform is utilized to pass criminal justice information between all areas of the Criminal Justice System including Federal, State, and every local and county law enforcement agency in NH. The existing hardware has reached end of life and must be replaced to maintain efficient and uninterrupted transfer of data at all levels.

The State Message Platform manages inbound and outbound queries of:
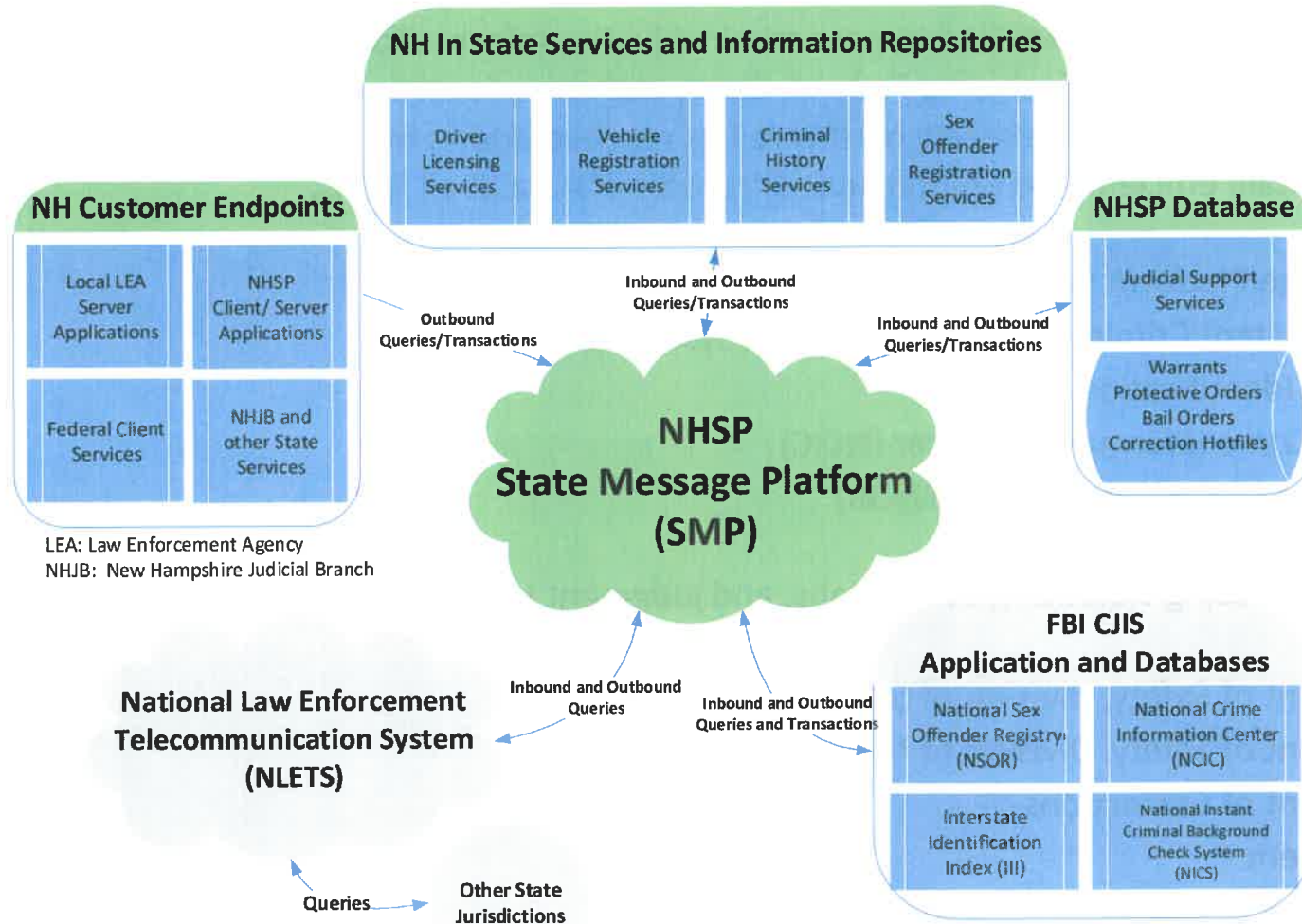- National Instant Criminal Background Check System (NICS)
- Interstate Identification Index (III)
- National Crime Information Center (NCIC)
- National Sex Offender Registry (NSOR)

Statewide data including violations, convictions, and judgment information is passed between the:
- Department of Safety, Division of State Police
- Department of Safety, Division of Motor Vehicles
- Department of Corrections
- Court System
- Local & County Law Enforcement

State Message Platform (SMP) Replacement

NH In State Services and Information Repositories

| Driver Licensing Services | Vehicle Registration Services | Criminal History Services | Sex Offender Registration Services |

NH Customer Endpoints

| Local LEA Server Applications | NHSP Client/ Server Applications |
| Federal Client Services | NHJB and other State Services |

LEA: Law Enforcement Agency
NHJB: New Hampshire Judicial Branch

NHSP Database

| Judicial Support Services |
| Warrants Protective Orders Bail Orders Correction Hotfiles |

NHSP State Message Platform (SMP)

Outbound Queries/Transactions

Inbound and Outbound Queries/Transactions

Inbound and Outbound Queries/Transactions

Inbound and Outbound Queries

Inbound and Outbound Queries and Transactions

National Law Enforcement Telecommunication System (NLETS)

Queries → Other State Jurisdictions

FBI CJIS Application and Databases

| National Sex Offender Registry (NSOR) | National Crime Information Center (NCIC) |
| Interstate Identification Index (III) | National Instant Criminal Background Check System (NICS) |

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DMV Document Scanning Update
$1,000,000 (100% Cost of Collections)

The Division of Motor Vehicles (DMV) needs to eliminate dependency on microfilm technology for archiving physical documents. NH DMV receives various documents from within the DMV and from municipalities that process transactions. These documents must be retained as part of the customer and transaction records. The microfilm technology being utilized is significantly outdated resulting in regular breakdown of equipment, difficulty locating spare parts when needed, and challenges finding individuals capable of servicing the equipment.

The DMV will assess alternatives and contract appropriately for a long term solution that will address all of the current needs covered by the filming of documents to microfilm. Solution will likely involve:
- Conversion to digital scanning equipment and storage
- Document indexing for reference to existing data systems
- Scanning equipment at Department of Safety
- May include scanning equipment at Municipal Agent locations
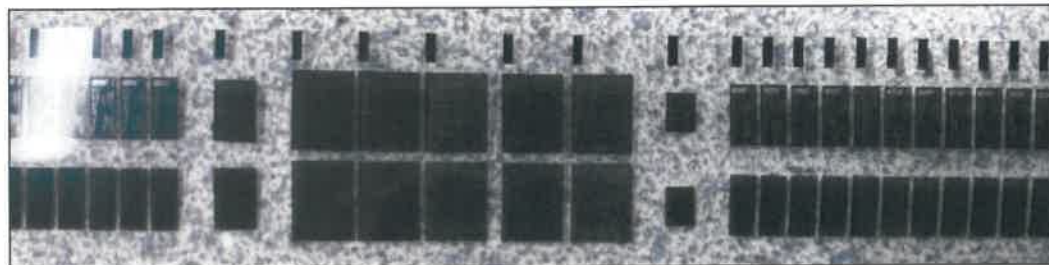
DMV Document Scanning Update

Microfilm image capture machine

Microfilm reader machine

Developed Microfilm on spool

Developed Microfilm ready for reader

NHSP Helicopter Improvement
$1,500,000 (35% General/41% Highway/ 24% Turnpike)

The NH State Police (NHSP) Helicopter Improvement project will benefit multiple areas of law enforcement. The NHSP Bell 407 helicopter was last upgraded with FLIR camera and mapping software and equipment in 2016. The existing technology is approaching end-of-life. System upgrades will aide in search and rescue operations, searches for wanted and missing subjects, special event responses, SWAT calls, K-9 deployment, Explosive Ordnance Disposal (EOD) calls, crime scene photography and reconstruction, hazmat scene deployment, and major disaster scenes and storm damage assessments.

Improvements include:

- Updated SAFEFIRE 380X HDc FLIR Camera with a Shotover ARS 700c Augmented Reality Mapping Mission Computer integrated with the State's current video management and broadcasting system to enable real time monitoring of critical situations and increasing mapping abilities.
- Updated flight equipment including white phosphorus Night-Vision Goggles (NVG), flight helmets with counterbalance and NVG mounts, noise cancelling headsets, flight suits, jackets, gloves, and boots.

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NHSP Helicopter Improvement

Helicopter cabin

Helicopter cockpit

Mission computer used by Flight Terminal Operator

Department of Safety
24/25 Capital Budget Request Summary

1. DMV Driver Licensing System Re-hosting	$2,500,000
2. NHSP Message Switch Replacement	$1,350,000
3. DMV Document Scanning Updates	$1,000,000
4. NHSP Helicopter Improvement	$1,500,000
Total DOS 24/25 Request	**$6,350,000**

Robert L. Quinn
Commissioner

Steven R. Lavoie
Director of Administration