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State of New Hampshire

DEPARTMENT OF SAFETY
JAMES H. HAYES BLDG. 33 HAZEN DR.
CONCORD, N.H. 03305
(603) 271-2791

ROBERT L. QUINN
COMMISSIONER

EDDIE EDWARDS
ASSISTANT COMMISSIONER

STEVEN R. LAVOIE
ASSISTANT COMMISSIONER

April 30, 2024

The Honorable Ken Weyler, Chairman
Fiscal Committee of the General Court and

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 14:30-a, VI, authorize the Department of Safety to amend Fiscal Committee Item FIS 22-351 (approved on October 14, 2022) and Governor and Council item #93 (approved item October 19, 2022) by extending all end dates on the original request from June 30, 2024 to June 30, 2025 and reallocate funds in the amount of $75,026; these funds are part of the American Rescue Plan Act of 2021 (ARPA), State Fiscal Recovery Funds (SFRF), as part of the State Workforce Efficiency Enhancement Program (SWEEP). This is an allowable use of ARPA SFRF funds under Section 602 (c)(1)(A) to respond to the public health emergency or its negative economic impacts and Section 602 (c)(1)(C) for the provision of government services to the extent of the reduction in revenue. Effective upon Fiscal Committee and Governor and Council approval through June 30, 2025. Funding Source: 100% Federal Funds.

Funds are to be budgeted in the tables below:

02-23-23-232010-26890000[1] Department of Safety, Div. of Admin, ARPA – Automated Rd Toll Refunds

Class	Description	SFY 2024 Current Adjusted Authorized	Requested Action	SFY 2024 Revised Adjusted Authorized
000-400338	Federal Funds	($450,000.00)	($0.00)	($450,000.00)
	TOTAL REVENUE	**($450,000.00)**	**($0.00)**	**($450,000.00)**
040-500800	Indirect Costs	$78,581.00	($75,026.00)	$3,555.00
041-500801	Audit Fund Set Aside	$450.00	$0.00	$450.00
103-502664	Contracts for Operational Serv	$370,969.00	$75,026.00	$445,995.00
	TOTAL EXPENSES	**$450,000.00**	**$0.00**	**$450,000.00**

[1] All direct program costs will be accounted for using activity 00FRF602GS2302B and all administrative and indirect costs will be accounted for using activity 00FRF602GS2302Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

EXPLANATION

This request is part of SWEEP, an initiative focused on one-time investments in technology, systems, or other tools that will make it easier for State agencies to perform required functions over the long term as they adjust their roles and needs to the realities brought on by the pandemic and move toward a more sustainable staffing model that helps avoid burnout and encourages retention.

The Department of Safety, Division of Administration, requests authorization to reallocate and extend the funds to complete the previously approved Road Toll refund initiative. This will allow for the implementation of the corresponding contract that is currently being negotiated, with an intent to submit the contract to the Governor and Executive Council in mid-summer of 2024. This initiative will transition the acceptance of Road Toll refund requests from a manual paper-based system to online submissions. By doing this we will reduce the amount of paper used, eliminate the need for manual data entry, and expedite the reviewing and processing of refunds. We process around 2,000 refunds totaling approximately $1.5 million received each year.

This request will also authorize the extension and continuation of work being done on the International Registration Program (IRP) online renewals and for the VISION inventory upgrade initiatives for the Division of Motor Vehicles (DMV). The IRP program apportions registration fees across all member jurisdictions based on Carrier activity. There are approximately 2,100 active NH IRP accounts with roughly 13,000 apportioned registered vehicles. Initial and renewal registrations for Carriers using New Hampshire as their home jurisdiction are currently paper-based which can cause delays and frustration when documentation is missing or incomplete. These funds are being utilized to enable Carriers to submit online renewal applications for IRP and related trailers. The VISION inventory upgrade aims to enhance the inventory capabilities of the VISION platform to improve the ordering process through the utilization of enhanced workflows and push strategy logistics driving process improvement for the DMV, Division of Administration, and municipal agents. It will support the continuation of the contract amendment approved by Governor and Council on December 20, 2023, item #68.

Funds are to be budgeted as follows:

Class 040 - Indirect Costs: Indirect costs associated amount for this request.

Class 041 - Audit Fund Set-Aside: To comply with RSA 124:16 it requires all agencies that receive Federal funds to set aside a percentage (0.1 %) of the revenue received to pay for related audits.

Class 103 – Contracts for Operational Services: Funds vendor contract for the implementation and hosting of a new Road Toll Refund system.

In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

Robert L. Quinn
Commissioner of Safety

MLC

State of New Hampshire

DEPARTMENT OF SAFETY
JAMES H. HAYES BLDG. 33 HAZEN DR.
CONCORD, N.H. 03305
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ROBERT L. QUINN
COMMISSIONER

RICHARD C. BAILEY, JR.
ASSISTANT COMMISSIONER

EDDIE EDWARDS
ASSISTANT COMMISSIONER

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October 3, 2022

G&C #93
10/19/2022

FIS #22-351
10/14/2022

The Honorable Karen Umberger, Chairman
Fiscal Committee of the General Court and

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 14:30-a, VI, authorize the Department of Safety to accept and expend $2,050,000 of American Rescue Plan Act of 2021 (ARPA), State Fiscal Recovery Funds (SFRF), as part of the State Workforce Efficiency Enhancement Program (SWEEP). This is an allowable use of ARPA SFRF funds under Section 602 (c)(1)(A) to respond to the public health emergency or its negative economic impacts and Section 602 (c)(1)(C) for provision of government services to the extent of the reduction in revenue. Effective upon Fiscal Committee and Governor and Council approval through June 30, 2023. Funding Source: 100% Federal Funds.

Funds are to be budgeted in the tables below:

02-23-23-2330-24XX0000[1] Department of Safety, DMV, ARPA – IRP Online Renewals

Class	Description	SFY 2023 Current Adjusted Authorized	Requested Action	SFY 2023 Revised Adjusted Authorized
000-400338	Federal Funds	($0.00)	($800,000.00)	($800,000.00)
	TOTAL REVENUE	**($0.00)**	**($800,000.00)**	**($800,000.00)**
040-500800	Indirect Costs	$0.00	$139,700.00	$139,700.00
041-500801	Audit Fund Set Aside	$0.00	$800.00	$800.00
046-500465	Consultants – IT Consul	$0.00	$659,500.00	$659,500.00
	TOTAL EXPENSES	**$0.00**	**$800,000.00**	**$800,000.00**

[1] All direct program costs will be accounted for using activity 00FRF602PH2312A and all administrative and indirect costs will be accounted for using activity 00FRF602PH2312Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

02-23-23-2330-24XX0000[1] Department of Safety, DMV, ARPA – VISION Inventory Upgrades

Class	Description	SFY 2023 Current Adjusted Authorized	Requested Action	SFY 2023 Revised Adjusted Authorized
000-400338	Federal Funds	($0.00)	($800,000.00)	($800,000.00)
	TOTAL REVENUE	**($0.00)**	**($800,000.00)**	**($800,000.00)**
040-500800	Indirect Costs	$0.00	$139,700.00	$139,700.00
041-500801	Audit Fund Set Aside	$0.00	$800.00	$800.00
046-500465	Consultants – IT Consul	$0.00	$659,500.00	$659,500.00
	TOTAL EXPENSES	**$0.00**	**$800,000.00**	**$800,000.00**

[1] All direct program costs will be accounted for using activity 00FRF602GS2302A and all administrative and indirect costs will be accounted for using activity 00FRF602GS2302Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

02-23-23-2320-24XX0000[1] Department of Safety, Div. of Admin, ARPA – Automated Road Toll Refunds

Class	Description	SFY 2023 Current Adjusted Authorized	Requested Action	SFY 2023 Revised Adjusted Authorized
000-400338	Federal Funds	($0.00)	($450,000.00)	($450,000.00)
	TOTAL REVENUE	**($0.00)**	**($450,000.00)**	**($450,000.00)**
040-500800	Indirect Costs	$0.00	$78.581.00	$78,581.00
041-500801	Audit Fund Set Aside	$0.00	$450.00	$450.00
103-502664	Contracts for Operational Serv	$0.00	$370,969.00	$370,969.00
	TOTAL EXPENSES	**$0.00**	**$450,000.00**	**$450,000.00**

[1] All direct program costs will be accounted for using activity 00FRF602GS2302B and all administrative and indirect costs will be accounted for using activity 00FRF602GS2302Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

EXPLANATION

The State has experienced unprecedented pressure on its existing workforce, seeing staff shortages across agencies and increased wage competition with the private sector, as the negative effects of the COVID-19 health crisis continue to unfold. This reality has forced State agencies to attempt to operate with a high number of vacancies and find other means to adapt in order to achieve core responsibilities and required outcomes or deliverables.

This has resulted in the development of the State Workforce Efficiency Enhancement Program (SWEEP), an initiative focused on one-time investments in technology, systems, or other tools that will make it easier for State agencies to perform required functions over the long term as they adjust their roles and needs to the realities brought on by the pandemic and move toward a more sustainable staffing model that helps avoid burnout and encourages retention. This request is part of the overarching SWEEP effort.

The Department of Safety will utilize these funds for three critical IT investments that will improve service delivery. $800,000 in funding will be utilized to implement online registration renewals for Commercial Motor Carriers and Trailers. All Commercial Motor Carriers operating in multiple states are required to register with the International Registration Program (IRP). The IRP program apportions registration fees across all member jurisdictions based on Carrier activity. There are approximately 2,100 active NH IRP accounts with roughly 13,000 apportioned registered vehicles. Initial and renewal registrations for Carriers using New Hampshire as their home jurisdiction are currently paper based which can cause delays and frustration when documentation is missing or incomplete. These funds will be utilized to enable Carriers to submit online renewal applications for IRP and for related trailers. This investment in online processing will offset the need for addition staff resources and expand service options statewide.

$800,000 in funding will be utilized to develop new functionality for license plate and decal inventory management within the VISION and Municipal Agent Automation Project (MAAP) systems. The current manual ordering process requires over 200 Municipal Agents to submit order forms for replenishment of plate and decal inventory. Staff vacancies within the Plate Room result in significant disruption to order fulfillment and distribution across the state. New functionality will allow the Department to issue license plates and decals by sequence based on quantity ordered, and auto generate Municipal Agent orders based on customizable reorder points. Improved inventory management will help ensure proper inventory levels at all locations and minimize the number of rush orders requested. This investment will offset the need for addition staff resources to maintain the existing ordering process.

$450,000 in funding will be used to implement a system to accept online submissions of Road Toll refund requests. Taxpayers who pay the state gas tax on motor fuel used off-road (boats, ATV, Farm Equip, Etc.) are eligible for a refund. The existing paper based process is completely manual with customers submitting paper refund forms and paper receipts which are all reviewed, processed, and stored manually by Road Toll auditors. The Road Toll Bureau processes over 2,000 refunds totaling approximately $1.5 million are processed each year. This investment in developing an online submission system will reduce paper, eliminate keying of customer data, and expedite refund reviews and processing.

Funds are to be budgeted as follows:

Class 040 - Indirect Costs: Indirect costs associated amount for this request.

Class 041 - Audit Fund Set-Aside: To comply with RSA 124: 16 that requires all agencies that receive federal funds to set aside a percentage (0.1 %) of the revenue received to pay for related audits.

Class 046 - Consultants: Funds existing consultants to make develop new functionality within the IRP, VISION, and MAAP systems.

Class 103 – Contracts for Operational Services: Funds vendor contract for implementation and hosting of a new Road Toll Refund system.

In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

Robert L. Quinn
Commissioner of Safety