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State of New Hampshire

DEPARTMENT OF SAFETY
OFFICE OF THE COMMISSIONER
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JOHN J. BARTHELMES
COMMISSIONER

September 22, 2014

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
State House
Concord, New Hampshire 03301

Requested Action

Pursuant to MOP 2100, II (C), the Department of Safety, Division of Motor Vehicles (DMV), respectfully requests that a waiver be granted to the Division regarding its use of the standard identification markings for the Department of Safety for the purpose of utilizing a more easily identifiable non-standard logo. Effective upon Governor and Council approval.

Explanation

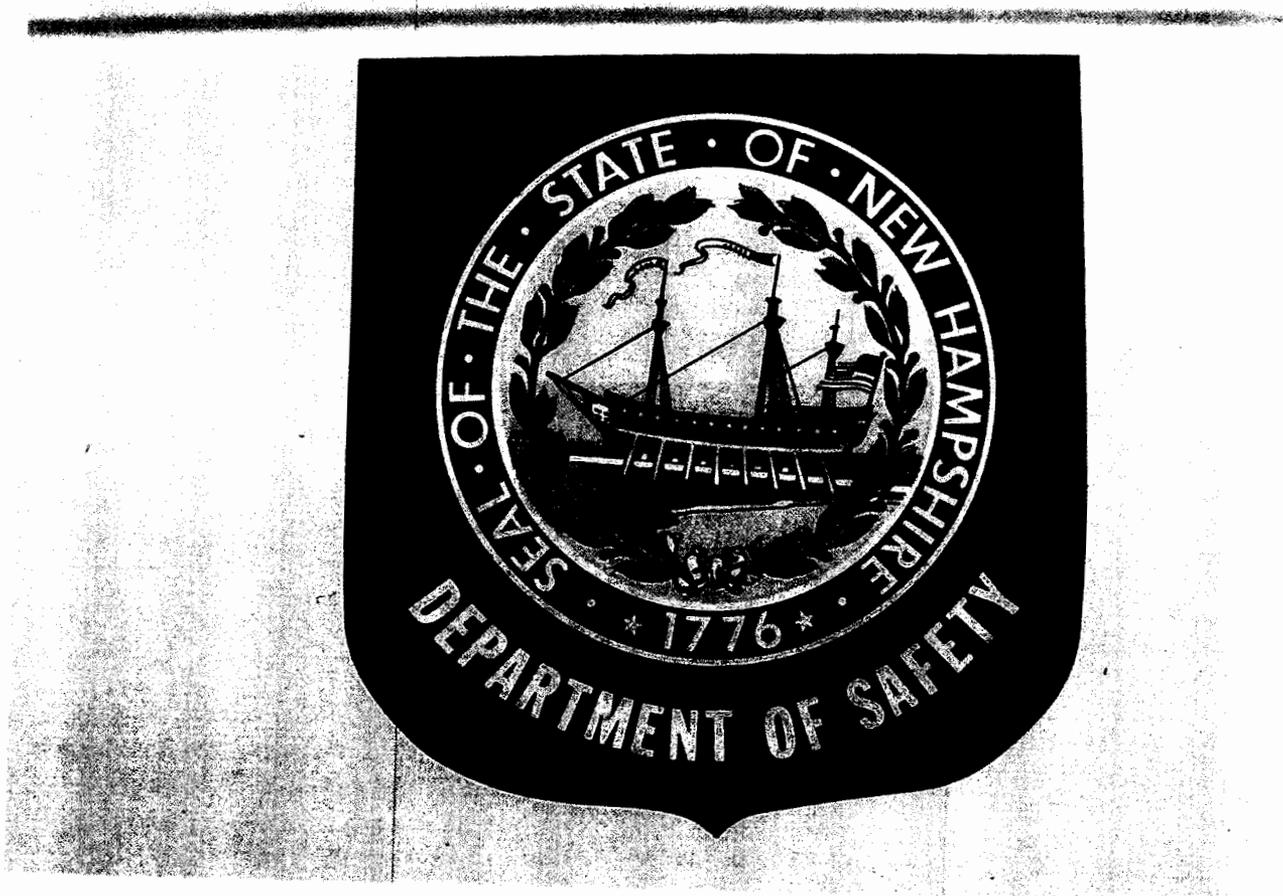
A waiver of the requirement for the Division's use of the previously approved standard vehicle identification markings for the Department is needed in order for the Division to use a new non-standard logo design on its vehicles. In April of 2013, the Office of the Legislative Budget Assistant conducted a Customer Service Performance Audit at the DMV to address recommendations made by the joint Legislative Oversight Committee. The audit resulted in several recommendations to further increase the already positive responses generated by the DMV's customer service operations. One recommendation was to improve the DMV's signage since many customers had stated on the comment cards utilized by the Division that they had trouble identifying the DMV due to its current logo (attached). This new logo design (attached) will enable NH citizens to easily recognize DMV vehicles.

The decals will be produced through the Department of Administrative Services, Bureau of Graphic Services by the Department of Corrections. The Department of Safety's garage staff will remove the old decals and apply the new decals to the front driver and front passenger doors of the eighteen (18) DMV fleet vehicles. A total number of 40 decals (two for each of the 18 vehicles and 4 spare decals) will be produced for an estimated total of \$480.00. The primary decal from which the others will be produced will be provided free of charge.

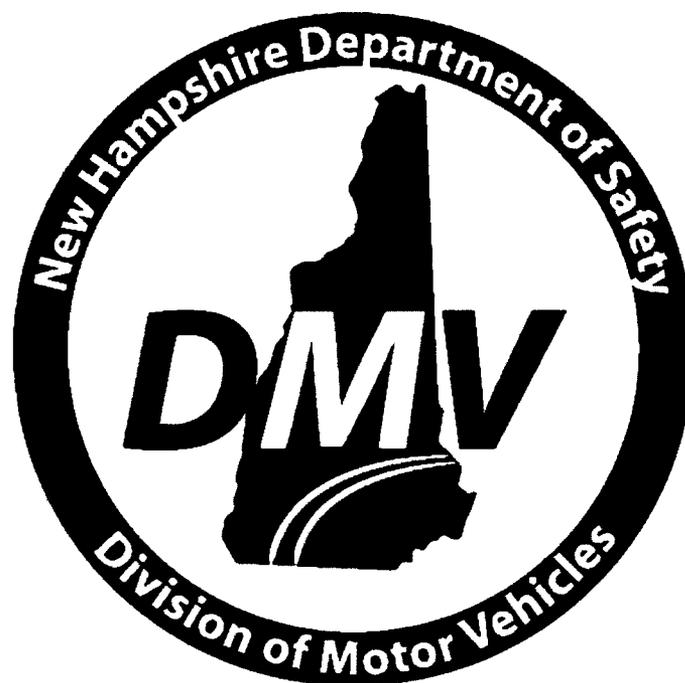
If approved, this logo design will become the new official State vehicle identification for the DMV fleet of vehicles pursuant to MOP 2100, "Identification of State Vehicles".

Respectfully submitted,


John J. Barthelmes
Commissioner of Safety



Logo Currently Used by the Division of Motor Vehicles



Proposed Logo Design for Division of Motor Vehicles

STATE OF NEW HAMPSHIRE

Department of Safety

AUDIT FINDING Corrective Action Plan

Status as of July 1, 2014

Completion Status:

- Open
- Partially Resolved
- Substantially Resolved
- Fully Resolved

Obs #	Observation Title	Recommendation	Action Item	Due Date	Completion Status	Comments
1	<i>Improve Communication With Customers</i>	Improve communication with customers by improving signage, increasing the amount of information available online, including online service issues and more clearly explaining the driver license renewal process in the renewal letter.	Increase signage, electronic messaging, and customer greeter stations.	6/30/2014	••••	The Division increased signage at its forms information counters throughout the state. The Division also added television loops and forms information counters at its substation locations throughout the state. The customer counter at its Concord location is currently being redesigned to facilitate a better customer flow.
			Continuous monitoring and updating of our Web-site.	On-going	•••	The Division has established a process that requires quarterly reviews and updates of its Web-site and its internal information manual, "The E Manual". The Division also revised its customer comment cards to include questions

DAS MANUAL OF PROCEDURES

STATE VEHICLE REQUIREMENTS

MOP 2100 Identification of State Vehicles

I. Motor Vehicle Identification Policy

A. Purpose

This chapter of the DAS Manual of Procedures describes the Governor and Executive Council's policy requiring that State motor vehicles be permanently marked so as to identify them as a State vehicle. It supersedes and replaces section Adm 305.05 of the 1984/1985 DAS Manual of Procedures ("Identification of State-Owned Motor Vehicles").

B. Definitions

For the purposes of this policy, the terms below shall be defined as follows:

1. "Agency" shall mean any department, board, commission, office or other body within the executive branch of State government that is not a subdivision of another organizational unit.
2. "Agency head" shall mean the person or group of persons in charge of an agency.
3. "Motor vehicle" or "vehicle" shall mean any vehicle that is or is capable of being registered in the State of New Hampshire and driven on highways or streets, including motorcycles.

C. Policy

1. Unless exempted, granted a waiver, or otherwise excluded pursuant to the sections below, all State motor vehicles shall be permanently marked on both front doors with the following, in a manner that makes the vehicle easily identifiable as a State vehicle:
 - a) A device substantially similar to the State seal or State emblem, or such other device approved by the DAS Division of Plant and Property Management pursuant to section II below; and
 - b) The identity of the agency that operates the vehicle.
2. All State vehicles operated on public ways will be registered with the Department of Safety, Division of Motor Vehicles, and will be assigned and

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display permanent government registration plates, unless exempted or granted a waiver pursuant to the sections below.

3. This policy applies to all motor vehicles either:
 - a) Owned by an agency; or
 - b) Leased by an agency for 12 months or more;

II. Standard Identification of Vehicles and Deviations from Standard Markings.

A. Approval of Standard Markings by the Department of Administrative Services

Agencies that are required to mark motor vehicles under this policy shall consult with the Department of Administrative Services (DAS) as to an appropriate form of marking for the agency that is in conformity with paragraph I. C.. above. Following this consultation and investigation by the Department of Administrative Services of cost-effective methods for the production of the marking, the Commissioner of Administrative Services shall specify the particular form of marking or markings approved for use by the agency. Unless exempted, granted a waiver or otherwise excluded under this policy, agencies shall procure and utilize only a standard State vehicle identification sticker bearing the markings approved for that agency. The sticker shall be suitable for permanently mounting on vehicle doors.

B. Law Enforcement Vehicles with Visible Warning Lights

Law enforcement vehicles equipped with visible emergency warning lights may be marked with identifying markings which are not standard, provided that the markings:

1. Have been approved by the agency head;
2. Clearly identify the agency operating the vehicle; and
3. Clearly identify the vehicle as a State vehicle.

C. Governor and Council Approval of Non-Standard Markings

1. Vehicles other than those noted in the paragraph II. B. may utilize non-standard identification markings only if a waiver of the standard method of identification is granted by the Governor and Executive Council.

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2. Requests for Governor and Executive Council waiver of the requirement that motor vehicles be identified in the standard fashion specified by this chapter shall:
 - a) Specifically state the reason that the waiver is necessary;
 - b) Not be used as a substitute for requesting a general exemption from, or waiver of, the overall requirement that State motor vehicles be identified and/or that they bear a permanent government registration plate. Such requests shall be handled in accordance with section III below.
- D. Non-standard identification allowed pursuant to the waiver provision of paragraph C. above shall nonetheless clearly identify the agency operating the vehicle and that the vehicle is a State vehicle.

III. Exceptions to Vehicle Identification Requirement

A. General Exemptions

1. The following vehicles are exempted from both the requirement of permanent identification markings and the use of permanent government registration plates:
 - a) Law enforcement vehicles primarily assigned to sworn law enforcement personnel who primarily work in plain clothes or in undercover or other operations which would be compromised by the use of a marked vehicle (vehicles including “unmarked cruisers”);
 - b) Vehicles primarily assigned to State employees who drive the vehicles to private homes to provide services based on indigence, disability, medical condition, or any other status where the law makes the individual’s status as being eligible for the service non-public;
 - c) Vehicles assigned to State employees who drive the vehicles to failing businesses where use of a marked vehicle would pose a significant risk of defeating the benefits of the services being provided;
 - d) Vehicles assigned for the transportation of the Governor, the Commissioner of the Department of Safety and the Colonel of the State Police.
2. Vehicles assigned to agency supervisors whose primary workplace is a State office are not exempted from the identification requirement even if their

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duties include occasional field supervision of employees whose vehicles are subject to the exemption.

3. Vehicles utilizing “wrap around” graphics or other promotional markings for State marketing or educational purposes shall be exempt from the standard marking requirement, but not from the use of permanent government registration plates. Vehicles utilizing wrap-around or promotional markings shall nonetheless be marked in such a way as to clearly identify the agency operating the vehicle and clearly identify the vehicle as a State vehicle.
4. The determination of whether or not a vehicle is exempt from this chapter shall be made by the agency head. The Governor and Executive Council reserve the right to require an agency head to present an item seeking approval of the exemption.

B. Waivers

1. A waiver of the requirement of permanent identifying markings and/or the use of permanent government registration plates on a particular vehicle may be requested by an agency head by submitting to the Commissioner of Administrative Services or his or her designee a certification:
 - a) Identifying the motor vehicle or motor vehicles in question;
 - b) Stating whether a waiver is requested of:
 - (1) The State identification requirement;
 - (2) The agency identification requirement;
 - (3) The permanent government registration plate requirement; or
 - (4) A specified combination of the foregoing; and
 - c) Explaining how identification in the usual manner would endanger the personal safety or security of vehicle occupants and/or compromise the mission of the agency, as well as how a waiver of the requirement would serve to alleviate these concerns.
2. The Commissioner of Administrative Services shall grant a waiver from the general requirement of permanent identification markings and/or the use of permanent government registration plates if, after consultation with the agency head he or she concurs that there is a reasonable basis for the request for a waiver.

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3. If the Commissioner of Administrative Services grants a waiver, he or she shall specify the particular requirements that are waived and all terms and conditions of the waiver, including its duration. If a vehicle is replaced or assigned to a use different from that existing at the time the waiver was granted, the waiver shall expire. The Commissioner of Administrative Services may adjust or modify the terms and/or conditions of a waiver at any time. The Governor and Executive Council reserve the right to require an agency head to present an item seeking approval of any waiver.

IV. Reporting

- A. On periodic fleet reports required by the Department of Administrative Services, each agency shall provide to the Department of Administrative Services, on the form specified and made available by that department:
 1. A list of all motor vehicles which the agency head determines are subject to the general exemptions set forth in this policy or which have received a waiver in accordance with this policy; and
 2. A list of all other motor vehicles which are not currently marked in accordance with this policy.
- B. Agencies shall submit such reports on the identification, marking and use of State motor vehicles as are required by, and at such times and in such manner as specified by, the Department of Administrative Services.
- C. All State motor vehicles shall be brought into compliance with this policy within 120 days of the adoption of this chapter. DAS may extend this period for a particular agency if it believes that there is good cause for granting such an extension.