



State of New Hampshire

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DIVISION OF PERSONNEL
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March 25, 2013

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

REQUESTED ACTION

Pursuant to RSA 99-E: 7, Suggestion and Extraordinary Service Award Program, the State Suggestion and Extraordinary Service Award Evaluation Committee respectfully requests approval to award a net sum of \$500.00 each to Diane Gleason, and Gary Palmer of the Department of Information Technology and Armand Nolin of the Department of Transportation, effective upon Governor and Council approval.

EXPLANATION

The "Suggestion and Extraordinary Service Award Program" provides for monetary and non-monetary recognition to classified executive branch employees who perform extraordinary services or who provide original suggestions of substantial value to the State. RSA 99-E integrates each Department into the process of reviewing employee suggestions and services by incorporating the input of Departmental award evaluation committees who are authorized to forward suggestions to the State Committee.

The State Committee received a written submission from the Department of Information Technology nominating Diane Gleason, Gary Palmer and Armand Nolin, for monetary recognition as a result of providing service above and beyond any expected standard of work performance. For years the Department of Transportation's mainframe system produced federal bills at most once a week. Ms. Gleason, Mr. Palmer and Mr. Nolin successfully wrote and implemented a new system called Current Billing System (CBS) for billing Federal Highway Administration (FHWA) for reimbursable work on DOT projects. The Department of Transportation processes an average of approximately \$170 million yearly of Federal Highway Administration grant dollars through CBS. This new system allows for billing as often as every other day and is constrained to this only by the Federal System called RASPS. The biggest impact of the new billing schedule is that cash flow into NH Treasury is much timelier, keeping revenue flowing into the State's highway fund. The teamwork on this project was a major factor in its success as all team members were aware of goals, issues, resolutions and timelines. The team also made financial data available to other DOT systems so that all are working with the same, approved set of data. The team also included Federal Highway Administration at several points throughout the process, receiving sign-off on concept design, final design, and acceptance

testing. This development and implementation provided significant process efficiencies while streamlining billing and revenue collection of highway funds for the DOT. The continued use of this proprietary application affords the DOT the ability and flexibility to integrate data compilation, reporting and revenue collection with existing State systems; providing additional cost savings and long-term efficiencies. Immediate cost savings were realized for the DOT by way of application development savings that reach hundreds of thousands of dollars. The State also benefits as this system keeps the balance of the Highway fund more current, provides a more accurate view of fund status; improves cash flow for NH Treasury and provides the DOT with an uninterrupted stream of funding to continue to make transportation infrastructure improvements; improved Lawson and DOT system data transparency.

Under RSA 99-E, a fund of \$10,000 has been established in the Governor's Office for the implementation of this program. Maximum award amounts and a suggested table of monetary awards appear in the statute at RSA 99-E: 7. In this case, the Committee has decided to recommend an award of a net sum of \$500.00 each to Ms. Gleason, Mr. Palmer and Mr. Nolin for their extraordinary efforts in saving the state application development costs by long-term process efficiency. Their efforts and accomplishments far exceeded what was expected of their position.

Whether or not to issue any monetary award is a matter that is solely in the discretion of the Governor and Council. The Committee believes that this nomination presents an example of the type of extraordinary service that merits recognition under the revised RSA 99-E. It therefore respectfully requests approval of the award contemplated herein.

Respectfully submitted,



Linda M. Hodgdon
Commissioner



Karen D. Hutchins,
Director of Personnel
Committee Chair