

Sustainability Performance Plan

FY 2022

*This report was written in compliance with
section 5 of Executive Order 1.*



Sustainability Performance Plan

Executive Order 1 (EO 1) calls on Executive Branch agencies to advance environmental leadership and cost savings for taxpayers by reducing greenhouse gas emissions and other sustainability objectives in energy use in buildings and vehicles, water use, and waste disposal.

The goals of EO 1 include:

- 45% reduction in GHG emissions below 2001 levels,
- 10% reduction in water consumption from a FY20 baseline, and
- 25% reduction in waste disposal from a FY20 baseline.

Sustainability Performance Plans are plans drafted each year by Senior Sustainability Officers to detail agency progress and necessary goals, actions, and responsible parties to achieve the targets set in EO 1.

This report includes details on sustainability initiatives and participation in the GreenerGovCT initiative in FY22.

Agency Details

Agency: Department of Revenue Services

Senior Sustainability Officer: Theresa A. Peterson

Date Submitted: 1/13/2023

GreenerGov CT Participation Overview

1. How has your agency worked towards the sustainability goals of EO 1 in FY22?

DRS continued to meet its sustainability goals in FY22 with the CTAX project that has reduced the submission of paper tax returns by requiring filers to file electronically. DRS has reduced the use of paper within the work force by allowing electronic submission of documents and forms. DRS staff continued to full time telework in FY22 with the assistance of Level 1 employees who scanned incoming mail to division folders so they could continue to perform their job related duties remotely.

2. List key agency staff involved in EO 1 in FY22.

Theresa A. Peterson, Senior Sustainability Officer
Donald Knybel, Level 1 & 3 Information Supplier (retired)
Richard Barry, Level 2 Information Supplier (retired)
Filomena Reis, Reporting Project Team Member (retired)

Sustainability Projects

- 3. How many projects has your agency implemented that had a positive impact on sustainability in FY22? Include projects relating to infrastructure improvements as well as behavioral change that took place in owned, leased, or occupied space and were either in progress or completed in FY22.**

DRS had 3 major projects that were implemented in FY22.

- 4. Provide a summary of the sustainability projects completed in FY22 at your agency.**

For each project include:

- a. Project summary**
- b. Project location**
- c. Project status**
- d. Project benefits**
- e. Projected savings (in dollars and the appropriate unit of measurement if known)**

Project 1

Summary: With the continuation of the Pandemic, agency staff were able to continue working remotely mostly 100 percent of the time. In order to accomplish this, Level 1 staff that were required to report to the work location were given access to scan incoming documents and forms. The scans were saved into individual folders for units to have access to these documents remotely. DRS further made it easier for taxpayers to drop off documentation with the installation of a drop box in the lobby.

Location: 450 Columbus Boulevard, Hartford, CT

Status: Project has been ongoing with great success and is a daily activity going forward.

Benefits: The scanning of documents and mail are received by the staff in a timely manner thereby allowing staff to assist taxpayers quicker. Taxpayers can drop off documentation without contact with staff due to the Pandemic.

Savings: The annual savings could be the prevention of staff having to drive into the office or using resources within the workplace that are no longer required when teleworking is available.

Project 2

Summary: DRS has created new ways to have documents and forms electronically submitted by working with DAS, OPM and OSC to allow for electronic signatures versus hardcopy signatures. Regulations requiring original signatures have been evaluated and agencies are revising these regulations which will now allow interstate forms to be done electronically.

Location: All DRS locations, Waterbury, Norwich and Hartford offices

Status: This is an ongoing process due to some forms still requiring original signatures need to be researched for better ways for processing.

Benefits: The process of completing documents electronically is convenient and allows the processing time for these documents to be completed quicker.

Savings: The annual savings is the time and resources that would not be needed because a physical person would not have to come into the office to sign documents and forms. Documents can be securely emailed to provide receipt of these documents sooner.

Project 3

Summary: The CTAX project allows taxpayers to file their tax returns electronically. Rollout 1 and 2 have been completed, with Rollout 3 concluded in September 2022 which had most of the

tax types included in the rollout. Once Rollout 4 is completed, all Connecticut tax types will be available through myconneCT, thereby reducing paper returns.

Location: All DRS locations, Waterbury, Norwich and Hartford offices.

Status: This is an ongoing process with the fourth year to conclude in September 2023.

Benefits: The reduction of paper tax returns will assist with returns being processed quicker. The new system also allows tax payer advocates to provide real time viewing of taxpayer information that assists with questions and concerns in real time as well.

Savings: The annual savings is the time and resources used to assist taxpayers with remaining compliant in filing their tax returns in a timely manner. Real time viewing will allow advocates to assist taxpayers online, rather than having to mail and view paper formats. DRS reduced the cost of office supplies in FY22 from FY21 by \$72,000.

Future Plans

5. What planned sustainability initiatives beyond FY22 does your agency have relating to GHG reduction, water use reduction, and waste reduction?

DRS reviewed the use of electric vehicles for GHG Reduction but the grant funding was not available for state agencies that do not allow the general public to use the recharging stations. Once the funding is available, DRS will revisit.

Water reduction continues to occur due to most DRS staff teleworking 100 percent.

DRS will continue to find ways to reduce waste, mostly in the form of paper. Rollout 4 of the CTAX project has begun in FY2023 and will conclude in September when the old tax system will be sunset and encouraging taxpayers to file electronically.