

Sustainability Performance Plan

FY 2023

*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 FY23.

Agency Details

Agency: Department of Revenue Services

Senior Sustainability Officer: Theresa A. Peterson

Date Submitted: 11/29/2023

GreenerGov CT Participation Overview

1. How has your agency worked towards the sustainability goals of EO 1 in FY23?

DRS continues to meet its sustainability goals by reducing paper and foot traffic into the office with the implementation of CTAX rollout 4.

DRS has reduced the use of paper within the workforce by allowing electronic submission of tax returns, documents, and forms.

DRS staff continues to full time telework in FY 23 with the assistance of level 1 employees scanning incoming mail to division folders so that staff can continue to perform job duties remotely.

2. List key agency staff involved in EO 1 in FY23.

Theresa A. Peterson, Senior Sustainability Officer
Elizabeth Daly, Level 1 and 3 Information Supplier
Gredel Leduc Level 2 Information Supplier

Sustainability Projects

- 3. How many projects has your agency implemented that had a positive impact on sustainability in FY23? 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 FY23.**

DRS implemented 1 project during FY23.

- 4. Provide a summary of the sustainability projects completed in FY23 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 SEBAC Teleworking Agreement, agency staff is 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.

Future Plans

- 5. What planned sustainability initiatives beyond FY23 does your agency have relating to GHG reduction, water use reduction, and waste reduction?**

Roll out 4 of the CTAX project has been completed. This has encouraged taxpayers to file electronically reducing paper, mail, and taxpayers coming into the office. Rollout 4 concluded in September 2023 which had most of the tax types included in this rollout. Rollout 4 includes all Connecticut tax types with access electronically through myconneCT, thereby reducing paper returns. This will be available at all DRS locations, Waterbury, Norwich, and Hartford offices. The reduction of paper tax returns will assist with returns being processed quicker. The new system also allows taxpayer advocates to provide real time viewing of taxpayer information that assists with questions and concerns in real time as well. 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 continues to reduce the use of paper and the number of staff reporting to the building. With 95% of taxpayers filing electronically, office space can be freed up. DRS is moving the processing staff from the 7th floor to G3. They process the mail that is delivered to them from the G3 mailroom staff. Locating this staff in the same location reduces the need for them to utilize the elevator and mail to go through the building. This allows the maximization of the empty space and locates the staff near the work. It saves time and reduces the exposure of the taxpayers' return information. DRS will be auctioning the surplus desks and equipment for the staff that is moving thus providing revenue to the State.

CTAX features a virtual assistant through myconneCT. This cuts down on time, phone calls, emails, taxpayers, and staff having to come into the office. Additionally, this will reduce mail and foot traffic and the need for taxpayers to travel to one of the DRS offices. Taxpayer issues can be handled electronically which creates efficiencies and paper reduction.