



March 10, 2020

**MEMORANDUM FOR:** House D1 Finance Committee  
**FROM:** Commissioner Caswell  
**SUBJECT:** Rest area discussion followups

Following our conversation at the agency overview two weeks ago, I wanted to provide some additional information from our staff.

**Current status of rest areas/welcome centers:**

- All centers except one are open regularly (Sutton, which is within 3 miles of Warner exit 9 services).
  - See attached list

**Data on staffing situation:**

Pre-Pandemic staff numbers:	78 (22 FT)
Current staff numbers:	42 (19FT)
Current positions posted:	9 (2FT-7PT)
Positions needed to return daily 8a-8p schedule:	25 (1FT)

Since last budget, we have achieved reclassifications that make us slightly more competitive in the workforce competition. The changes provide for the following:

- Expanding previous two-tier promotional levels to four
  - ICA I Entry level with waiver LG 7 S3 \$14.20/hr
  - ICA II 1 year service/training component LG 10 S1 \$14.73/hr
  - ICA III Working supervisor of 1 center: LG 13 S1 \$16.45/hr
  - ICA IV Supervisor of more than 1 center: LG 16 S1 \$18.53/hr

Previously:

- ICA I Entry level position: LG 6 S1 \$12.83/hr
- ICA II Working supervisor of 1 center: LG 8 S1 \$13.64/hr

We discussed GSA. GSA is a volunteer group. They are only available in the southern tier of the state. Currently we have 2 GSA volunteers in Canterbury and 2 volunteers in Seabrook. Each volunteer works one three-hour shift. We would need many more GSAs to augment our work force. We continue to work with them and ask for as many volunteers as they can provide. It's a help but not something we can rely on.

Welcome Information Centers:  
Hours of Operation as of March, 2023  
*Goal is 7 days 8a-8p*

Canterbury	5 days/week	Thursday – Monday	9a-5p
Colebrook	7 days/week	Daily	9a-5p (9a-2p Tu & We)
Hooksett N & S	7 days/week	Daily	9a-5p
Intervale	7 days/week	Daily	9a-5p
Lebanon	5 days/week	Thursday – Monday	9a-5p
Littleton*	3 days/week	Fr-Su	9a-5p
Salem	7 days/week	Daily	9a-10p
Sanbornton	5 days/week	Thursday – Monday	9a-5p
Seabrook	7 days/week	Daily	24 hours
Springfield	7 days/week	Daily	9a-5pm
Sutton	Closed		

\*Hired new part time staff – after training, will be back to 5 days/week in April