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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-001  
**Subject:** State Telephone Coverage **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a policy regarding uniform hours that telephones must be covered.

### **Policy Statement:**

All telephones should be covered from 8:00 A.M. to 5:00 P.M. It is the responsibility of the Division Director or Agency Head to ensure that someone is in the office to answer the telephone during these hours.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-002  
**Subject:** Phone Calls and Correspondence **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a policy regarding returning telephone calls and answering correspondence.

### **Policy Statement:**

It is the policy of the Department of Administration to respond promptly to telephone calls and correspondence. This includes inquiries from other government agencies as well as the public sector. The following guidelines should be followed:

#### **Telephone Calls**

Calls should be returned within 24 hours.

#### **Correspondence**

Letters should be responded to within three working days. If an answer cannot be provided within that time, an acknowledgement should be sent explaining that the letter has been received and a response will be forthcoming as soon as possible. A response should be made within a reasonable length of time.

Employees planning to take time off should ask someone to act as their backup to acknowledge calls and correspondence.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-003  
**Subject:** Use of State Telephone **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a policy regarding personal use of the State Telephone Network.

### **Policy Statement:**

Use of State telephones for local personal calls should be kept to a minimum in amount and duration. Employees are not allowed to charge long distance phone calls to the State for calls made of a personal nature. All long distance calls, which are to be paid by the State, are those made pursuant to the employee conducting official state business. No personal calls should be made on State-owned cellular telephones except in case of emergency as determined by the individual Division. Misuse of telephone privileges is cause for suspension or dismissal.

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equipment and software are made aware of this policy and that these employees sign a statement verifying that they have been informed of this policy and that they understand the consequences if it is violated. This signed statement should be kept in the employee's personnel file within the Human Resources Management Division. New employees will sign a statement during orientation.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-005  
**Subject:** Electronic Mail (E-mail) **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 2

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### **Purpose:**

To establish a policy governing the use of electronic mail within DOA.

### **Policy Statement:**

1. Electronic mail messages, including attachments, should be used as much as possible to conserve resources, to reduce operating costs and to minimize unnecessary meetings.
2. Electronic mail messages are covered within the definition of "public records" in G.S. 132-1. Where appropriate, E-mail may be exempt from disclosure as a confidential document - for example, certain communications by legal counsel, personnel records, and other legal exceptions to public record disclosure.
3. All E-mail is the property of the Department. Employees should not have any expectations of privacy in the use of E-mail, except as previously noted with regard to established exceptions to public records disclosure.
4. E-mail is intended for use for official State business and matters within the scope of employment, broadly defined.
5. Minimal and necessary personal or quasi-business communications via the E-mail systems are acceptable, particularly where convenience (and ultimate savings of State employee time and State resources) dictates their use; but in no event may their use interfere with normal business activities.

Illustrative examples of acceptable "minimal and necessary" usage, of a personal or quasi-business nature, are:

- a. Notices of social and public service events, such as "Habitat for Humanity", blood drives, etc.
  - b. Work group gatherings in or out of the office (group lunches, ball games, birthdays, etc.)
  - c. Divisional or inter-agency notification used for communicating good will among users (holiday greetings, congratulatory messages, etc.)
  - d. Messages home re: office hours, travel, etc.
  - e. Messages (for convenience) to other LAN, WAN or Internet users concerning individual plans and activities. These would include communications similar to current telephone usage.
7. E-mail usage, consistent with this memorandum, should in no event involve messages which are illegal or against public policy.

Illustrative examples of unacceptable usage are:

- a. Discriminatory information (race, creed, color, gender, religion, physical disability or sexual preference).
- b. Sexual harassment or sexual misconduct.
- c. Transmittal of pornographic or profane material.
- d. Personal business use or commercial activities.
- e. Personal political beliefs or political campaign activities.
- f. Wagering, betting.

#### GUIDELINES

1. Assume your E-mail messages are being read by people other than the addressee. There is no reasonable expectation of privacy for e-mail messages.
2. Remember that the messages are permanent and that transcripts can be taken out of context after you've forgotten the message.
3. Take care in phrasing messages. Don't use e-mail to express strong emotions and be careful about humorous expressions, because they look different in print. Remember that E-mail is not private. Non-verbal portions of a message (i.e., humor) may not be picked up by the receiver, and may not be understood by unintended readers, so if you are joking it is best to say so.
4. Change your password often, never give it out, and consider handling confidential communications outside e-mail if at all possible.
5. Be careful that you do not send mail to the wrong person when you select a name from address lists. Be very careful with distribution lists.
6. Document retention for e-mail is governed by Department of Culture Resources policies and is essentially the same as for any other type of document. Employees should be familiar with and should follow their document retention schedule.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-006  
**Subject:** Personal Mail **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a policy regarding use of Courier/Interoffice Mail for personal use.

### **Policy Statement:**

The Courier/Interoffice Mail System cannot be used to transmit items of a personal nature. Only items pertaining to official state business may be transmitted through the Courier/Interoffice Mail System.

Reference: For Mail Service Center procedures, refer to <http://www.doa.state.nc.us/msc/>.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-007  
**Subject:** Mail Service Center **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To inform DOA employees how to use the services of the Mail Service Center (MSC).

There are three types of mail processed by the MSC – Inter-office, Courier and United States Postal System (USPS).

### **Inter-office Mail**

Inter-office Mail service is used when State Agencies within the Wake County area are sending mail to other State Agencies within the Wake County area. Inter-office mail is to be put in inter-office envelopes. Inter-office envelopes are used when sending mail to all Wake County Agencies. Include full name, agency, building or street and MSC number. A listing of all MSC numbers are located online at <http://www.doa.state.nc.us/msc/mscnumbers/numbers.html>. This service is free of charge.

Example: JERRY SMITH  
STATE PROPERTY OFFICE  
ADMINISTRATION BUILDING  
1301 MSC

### **Courier Mail**

Courier Mail service is to be used by State Agencies in the Wake County area when sending mail to other State Agencies outside of the Wake County area. It is also used by State Agencies outside of the Wake County area when sending mail to State Agencies in side of the Wake County area. Users of Courier Mail pay less than the US postage rates. Only use inter-office envelopes when sending to or within Wake County. Include name, agency, city, state and courier number (do not put zip code). A listing of all courier numbers are located online at <http://www.doa.state.nc.us/msc/courier.htm>. Courier number changes are accessible on MSC's web site - <http://www.doa.state.nc.us/msc/>.

Example: JOHN Q. CITIZEN  
DMV ENFORCEMENT  
LOUISBURG NC  
07-09-13 ← Courier number

### **USPS**

Take your outgoing mail to the mail lobby and place it in the designated drop boxes or designated location in your building. A schedule of the daily delivery and pick-up times for your mail will be posted for your reference. Each division is charged for postage used.

Please refer to MSC's web site for further information - <http://www.doa.state.nc.us/msc/>.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-008  
**Subject:** Use of DOA Bulletin Boards **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page 1 of 1**

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### **Purpose:**

To establish a policy for posting materials on DOA bulletin boards.

### **Policy Statement:**

Only those notices, brochures, bulletins, and pamphlets approved by the Public Information Office will be displayed on DOA bulletin boards. Persons wishing to display any of the above-mentioned items should submit their requests to the Public Information Office.

The DOA bulletin boards are the only designated areas for displaying pamphlet & flyers. Attachment of any of the above to elevators, doors or walls is prohibited.

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- Upon the Death of the Governor: on the day of death until interment (United States and North Carolina flags)
- Upon the Death of the Lieutenant Governor or the Speaker of the North Carolina House: on the day of death (both flags), until interment (the North Carolina flag)
- Upon the Death of the Chief Justice of the North Carolina Supreme Court, a Public Official currently heading a State Department, or a Member of the General Assembly: on the day of death (the United States and North Carolina flags)
- Upon the Death of a Former Governor, Lieutenant Governor, or Speaker of the House: on the day of death (only the North Carolina flag)
- Upon the Death of a Former Justice or Former Head of a State Department: the Chief Justice or current head of the department may prescribe that the flag in front of that agency's building(s) only shall be flown at half-staff on the day of death (only the North Carolina flag)
- Upon the Death of a Former Member of the General Assembly: the leadership of the General Assembly may prescribe that the flag in front of the legislative buildings shall be flown at half-staff on the day of death (only the North Carolina flag)

At no time shall an order be given that would result in the Flag of the State of North Carolina being displayed in a manner inconsistent with the various policies governing the display of both the United States and North Carolina Flags. As an example, since no flag may ever be flown above the Flag of the United States, it shall never be possible for the Flag of North Carolina to be displayed at full-staff while the United States Flag is at half-staff.

The above North Carolina State Flag policy applies at all times unless otherwise ordered by the President of the United States or the Governor of North Carolina.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-010

**Subject:** Smoking **Eff. Date:** 6-1-2006

**Approved by:** Secretary Cobb **Page** 1 **of** 1

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### **Purpose:**

To establish guidelines for smoking in state-owned buildings under the control of DOA.

### **Policy Statement:**

Smoking of cigars, cigarettes and pipes by employees and visitors shall be permitted only in designated areas. Smoking of these products is prohibited in areas, which are designated as nonsmoking areas.

Any area designated as nonsmoking or smoking shall be conspicuously posted as such.

No person shall smoke or carry a lighted cigarette, pipe or cigar in any of the following areas:

- Elevators
- Public rest rooms
- Hallways
- Stairwells

Where a nonsmoking area is designated, existing physical barriers and ventilation systems shall be used where appropriate to minimize smoke from adjacent areas. This should not be construed to require fixed structural or other physical changes or to require installation or operation of any heating, ventilating or air-conditioning system.

Any person who continues to smoke in a nonsmoking area following notice by the person in charge of the building or his designee that smoking is not permitted shall be reported to the Secretary's Office for appropriate disciplinary action.

Within the Administration building, smoking is permitted in offices of Division suites designated by the Division Director.

Policy complies with Chapter 143, Article 64 of the NC General Statutes.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-011  
**Subject:** Program for Safety and Health **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 2

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### **Purpose:**

To establish a policy regarding the Department's commitment to the State Employees Workplace Requirements Program for Safety and Health and defining the responsibilities of management and employees in carrying out the program.

### **Policy Statement:**

It is the policy of the Department of Administration to meet its responsibilities to state employees regarding their personal safety and health by constantly striving to improve the quality of the workplace and to provide safe and healthful places and conditions of employment. To assist in meeting this responsibility, the Department has developed a plan based on "The State Employees' Workplace Requirements Program for Safety and Health." The responsibilities designated by the plan are as follow:

#### **Department Safety and Health Director**

The Safety and Health Director is responsible for developing and implementing a comprehensive Workplace Requirements Program for Safety and Health, for monitoring its use and effectiveness at the workplace and for continued refinement and expansion of the program. The Safety and Health Director will receive annual site inspections from each agency and will meet periodically with each agency representative to review safety and health standards to consider new data or concerns of the agency.

#### **Workplace Safety and Health Committee**

The Workplace Safety and Health Committee representatives from each agency appointed by the Secretary will provide input to the Safety and Health Director for the development and implementation of the program and the development of additional safety and/or health procedures necessary to meet special situations that are unique to the department. The committee will recommend actions and procedures to effect full compliance with all federal and state safety and health regulations, establish a format for presenting agency safety information to new personnel, develop a site inspection, and keep the Department Safety and Health Director informed of activities, needs and problems.

#### **Supervisor**

Each supervisor is responsible for providing safe working conditions for those being supervised and for following-up reports of violations of safe working conditions. Each supervisor is also responsible for knowing the safety and health guidelines, investigating accidents and properly advising management of appropriate situations. In addition, each supervisor will promote and encourage employee participation in safety and health inspections and include employee attention to safety and health in performance evaluations.

#### **Employee**

Each employee is to place safety and health requirements as first importance in the performance of their work duties for the State of North Carolina. The protection of fellow

employees and the public on state property is a shared responsibility of every employee.

Each employee is responsible for notifying his/her immediate supervisor of an actual or suspected violation or deficiency in safe and healthful working conditions and for recommending corrective measures, if possible. If the employee feels, for any reason, that he or she prefers to report the potential violation or deficiency directly to the Departmental Safety and Health Officer, this shall be permissible. Additionally, the employee's immediate supervisor is to be notified of every injury or accident regardless of how trivial such accident may appear at that time.

Reference: State Employees' Workplace Requirements Program for Safety and Health  
DOA Hazard Communication Program  
GA-012, Reporting Safety/Health Deficiencies, [DOA Policy and Procedure Manual](#)  
GA-014, Hazard Communication, [DOA Policy and Procedure Manual](#)  
GA-013, Chemical Storage and Handling, [DOA Policy and Procedure Manual](#)

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-012  
**Subject:** Reporting Safety/Health Deficiencies **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To install a system for reporting existing or potential safety and/or health deficiencies for the accomplishment of corrective action.

### **Action:**

#### **Responsibility of Employee**

1. Identifies potential safety and/or health deficiency.
2. Reports potential deficiency to supervisor, along with recommendations for corrective measures, if possible, and or reports potential or suspected deficiency directly to Department Safety Officer if anonymity desired.

Note: In small Divisions, the supervisor may be the Division Director.

#### **Responsibility of Supervisor**

3. Determines if corrective action can be taken immediately without the involvement of other Divisions within DOA or the DOA Safety Officer. If so, takes corrective action and notifies employee and Division Director and Department Safety Officer. If not, notifies Division Director of potential safety and/or health deficiency.

#### **Responsibility of Division Director**

4. Notifies in writing the Safety and Health Officer of deficiency along with proposed course of action for corrective measures.

#### **Responsibility of Safety and Health Officer**

5. Records safety and/or health deficiency.
6. Investigates all reported potential or actual safety and/or health deficiencies.
7. Assists Section Director with accomplishment of corrective measures if needed.
8. Institutes corrective measures in those instances where other means have not accomplished the desired results.
9. Monitors accomplishment of corrective measures.
10. Notifies Health and Safety Committee of all recorded deficiencies.

#### **Responsibility of Division Director**

11. Notifies Health and Safety Officer and employee upon completion of corrective action.

Reference: GA-011, Program for Safety and Health, DOA Policy and Procedure Manual  
DOA Employees' Workplace Requirements Program for Safety and Health

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-013  
**Subject:** Chemical Storage and Handling **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a policy for proper storage and handling of hazardous chemicals and use of protective equipment to improve chemical safety and health procedures at the work site.

### **Policy Statement:**

Hazardous chemicals should be stored by hazard classification as specified on the Material Safety Data Sheet (MSDS). Appropriate safety procedures and protective equipment should be used when handling or storing hazardous chemicals. Responsibilities for proper storage and handling of hazardous chemicals are as follows:

#### **Supervisor**

Ensure that employees are trained in the safe handling of chemicals and use of protective equipment. Training should be renewed annually to maintain awareness in safety and health procedures.

Enforce the use of personal protective equipment where required to safely perform the job task.

Use proper controls, documentation and disposal of chemical waste that are classified hazardous or contaminated chemical waste.

#### **Employee**

Follow safety procedures as instructed when handling hazardous chemicals.

Inform supervisor immediately of any spills or leaks that may cause exposure to hazardous chemicals.

Reference: GA-011, Program for Safety and Health, DOA Policy and Procedure Manual  
POL-GA-014, Hazard Communication, DOA Policy and Procedure Manual  
DOA Hazard Communication Program

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-014  
**Subject:** Hazard Communication **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 2

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### **Purpose:**

To ensure that Department of Administration employees are effectively informed concerning workplace safety and health hazards, especially chemical hazards and implementation of the department's written Hazard Communication Program as required by Hazard Communication Standard 29 CFR - 1910. 1200 13 N.C. A.C., 7C 0101 (a) (99).

### **Policy Statement:**

Department of Administration employees who may be exposed to chemicals under normal conditions of use or in a foreseeable emergency will be informed and trained in the department's Hazard Communication Program. Responsibilities designated by the program are as follows:

### **Supervisor**

Maintain up-to-date file of Material Safety Data Sheets (MSDS) with a copy easily accessible to the employees' work area 24 hours a day. Inform employees where the MSDS file is kept.

Provide training to all employees of the physical and health hazards of chemicals in the work area and of measures employees can take to protect themselves from specific hazards. Such training should consist of:

- Review the Hazardous Chemicals List (list of all hazardous chemicals in the work area) and information on the MSDS.
- How to identify a hazardous chemical by its label and hazard classification code.
- Contents and location of written Hazard Communication Program.
- Types of information found in a Material Safety Data Sheet (MSDS), specifics of any chemicals used within the work area, and where the MSDS are kept.
- How to detect the presence of hazardous chemicals (smell, sight, etc.).
- Specify to employee all personal protective equipment required with each chemical in use within the work unit and verify that employee has been issued and trained in the use of it.
- Emergency evacuation procedures that should be put into effect in the event of a spill, leak, or other emergency.

All training must be documented and a record kept in the employee's personnel file.

### **Employee**

Acquire training before working with any hazardous chemical, use safety procedures, follow the instructions received, and review MSDS.

Look at the labels on each chemical in use, identify the hazards, and follow all safety, health and waste disposal instructions.

Wear the necessary personal protective equipment specified when working with hazardous chemicals.

Inform supervisor immediately of any spills or leaks that may cause exposure to hazardous materials.

Reference: GA-011, Program for Safety and Health, [DOA Policy and Procedure Manual](#)  
GA-013, Chemical Storage and Handling, [DOA Policy and Procedure Manual](#)  
DOA Hazard Communication Program

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-015  
**Subject:** Adverse Weather **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page 1 of 1**

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### **Purpose:**

To inform DOA employees of their attendance expectations during adverse weather conditions.

### **Policy Statement:**

The geographical location and diversity of State services and programs make it impossible to apply a uniform statewide policy regarding how operations will be affected in time of adverse weather conditions. The administrative offices of State Government in Wake County must be open during normal business hours to serve local governments and the citizens of North Carolina and to provide support services to business and industry. These offices will remain open, even in adverse weather, and it is the responsibility of employees to make a good faith effort to come to work during these times. It is recognized that some other operations in and out of Wake County must continue to provide services without regard to weather conditions. Therefore, agency heads shall predetermine and designate the mandatory operations, which will remain open. Agency heads, or their designated representatives, may determine to what extent any other operations may be suspended or temporarily closed. Employees should monitor local news reports and contact their supervisors about any questions in reference to reporting to work during adverse weather.

Reference: Adverse Weather, section 5, page 38, State Personnel Manual

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-016  
**Subject:** Tornadoes **Eff. Date:** 1-1-2003  
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### **Purpose:**

This plan provides the basic instruction for employees in the event a Tornado "Watch" or "Warning" is issued by the National Weather Service for the Raleigh area.

### **General Information**

Tornadoes in this geographical area are normally spawned from severe thunderstorms. Usually hail will precede the thunderstorm Tornadoes are formed rapidly, move quickly and follow an erratic path, allowing for little on no advance warning.

A TORNADO WATCH simply means conditions are favorable for tornadoes to develop.

Tornadoes are most likely to happen in the late afternoon on hot spring days. However tornadoes have occurred in every month at all times of the day or night. Tornadoes often - but not always - occur in conjunction with a severe thunderstorm producing hail. When a tornado watch is in effect, one should be alert for agency notifications and local weather reports.

A TORNADO WARNING means a tornado has actually been sighted.

If a tornado warning is issued for your area, you should seek shelter immediately. Be aware of emergency shelter plans in your office building or work location. If a specific shelter area does not exist, move into an interior hallway or small room on the building's lowest level. Avoid areas with glass and wide, freespan roofs.

### **Action:**

The State Capitol Police will activate the emergency paging system to notify the Secretary's Office for DOA, DOA Safety Director, DOA division's representatives, floor monitors and other state agencies occupying offices in the Administration Building for all Tornado Watch and Warning Bulletins received for the Raleigh area.

- A. Capitol Police will provide tornado spotters whenever a "Watch" or "Warning" bulletin is announced for the Raleigh area.
- B. When the weather monitor issues a "Tornado Watch" bulletin for the Raleigh area the State Capitol Police shall page the following message "Attention: A Tornado 'watch' has been issued for the Raleigh area from \_\_\_\_\_(time) until \_\_\_\_\_(time). Please remain alert for further notices."  
Routine transportation of DOA vehicles should be suspended while the "watch" is in effect. Employees, such as landscape personnel, who are working outside should remain alert and seek shelter if a "warning" is announced.
- C. When the weather monitor issues a "Tornado Warning" bulletin for the Raleigh area the State Capitol Police shall page the following message "Attention: A Tornado 'Warning' has been issued for the Raleigh area from \_\_\_\_\_(time) until \_\_\_\_\_(time). Please implement the tornado-warning plan and move to your designated tornado shelter areas."

The tornado "warning" requires employees to go to designated tornado shelter areas or seek appropriate shelter as follows:

1. The basement or an interior hallway on a lower floor is safest. Upper stories are less safe. If there is no option to descend to a lower level, a closet or small room with stout walls or an inside hallway will give protection against flying debris. Otherwise, protection under heavy furniture is advised.  
Do not use elevators when a "Warning" bulletin is announced due to of probable mechanical failure.  
Note: Employees on the 5th and 4th floors of the Administration Building should move to designated areas on the 3rd and 2nd floor respectively.
  2. If outside, seek shelter indoors if possible. Move away from a tornado's path at a right angle. If there is no time to escape, lie flat in the nearest depression, such as a ditch or ravine. Cars are unsafe as shelter.
- D. At the end of the "Watch" or "Warning" period, the State Capitol Police shall page out the following announcement. "Attention: The tornado/warning has ended." Please resume normal activities. A runner will be sent to all floors of the Administration Building to ensure everyone is notified.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-017  
**Subject:** Hurricanes **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page 1 of 2**

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### **Purpose:**

This plan provides the basic instruction for employees in the event a Hurricane "Watch" or Warning is issued by the National Weather Service for the Raleigh area.

A HURRICANE WATCH designates caution and the possibility that a hurricane could pose a threat to the area within 36 hours. You should listen to agency notifications and local news reports for further advisories. Any safety precautions that will require more than 18 to 24 hours to fulfill should begin.

A HURRICANE WARNING designates that the storm is expected to strike the area within 24 hours. Follow your agency notifications. Seek shelter immediately. Be aware of emergency shelter plans in your office building or work location. If a specific shelter area does not exist, move into interior hallways or small rooms on the building's lowest level. Avoid areas with glass and wide, freespan roofs.

### **Action:**

The State Capitol Police will activate the emergency paging system to notify the Secretary's Office for DOA, DOA Safety Director, DOA division's representatives, floor monitors and other state agencies occupying offices in the Administration Building for all Hurricane Watch and Warning Bulletins received for the Raleigh area.

- A. Capitol Police will provide hurricane spotters whenever a "Watch" or "Warning" bulletin is announced for the Raleigh area.
- B. When the weather monitor issues a "Hurricane Watch" bulletin for the Raleigh area the State Capitol Police shall page the following message "Attention: A Hurricane 'watch' has been issued for the Raleigh area from \_\_\_\_\_(time) until \_\_\_\_\_(time). Please remain alert for further notices."
- C. Routine transportation of DOA vehicles should be suspended while the "watch" is in effect. Employees, such as landscape personnel who are working outside should remain alert and seek shelter if a "warning" is announced.
- D. When the weather monitor issues a "Hurricane Warning" bulletin for the Raleigh area the State Capitol Police shall page the following message "Attention: A Hurricane 'Warning' has been issued for the Raleigh area from \_\_\_\_\_(time) until \_\_\_\_\_(time). Please implement the hurricane-warning plan and move to your designated hurricane shelter areas."
- E. The hurricane "warning" requires employees to go to designated hurricane shelter areas or seek appropriate shelter as follows:
  1. The basement or an interior hallway on a lower floor is safest. Upper stories are less safe. If there is no option to descend to a lower level, a closet or small room with stout

walls or an inside hallway will give protection against flying debris. Otherwise, protection under heavy furniture is advised.

Do not use elevators when a "Warning" bulletin is announced due to probable mechanical failure.

Note: Employees on the 5th and 4th floors of the Administration Building should move to designated areas on the 3rd and 2nd floor respectively.

2. If outside, seek shelter indoors if possible. Move away from a hurricane's path at a right angle. If there is no time to escape, lie flat in the nearest depression, such as a ditch or ravine. Cars are unsafe as shelter.

- F. At the end of the "Watch" or "Warning" period, the State Capitol Police shall page out the following announcement. "Attention: The hurricane/warning has ended." Please resume normal activities. A runner will be sent to all floors of the Administration Building to ensure everyone is notified.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-018  
**Subject:** Emergency Evacuation Plan **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 5

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### **Purpose:**

This plan is developed to ensure the safety and well being of building occupants during evacuations resulting from natural or man-made emergencies. The procedures contained herein describe how a rapid and orderly evacuation will be initiated and carried out.

### **Policy Statement:**

#### **Introduction**

It may be necessary to evacuate the Department of Administration Building during an emergency. Some causes for evacuation could be fire, explosion, bomb threat, flood, toxic fumes, electrical failure, or structural failure. Evacuation shall proceed as rapidly and safely as possible during an emergency. The Secretary of DOA, in approving the plan, urges each employee to become familiar with the procedures for her/his own safety and protection.

The Department of Administration Building should not be evacuated during a severe storm, hurricane, or tornado. Other emergency procedures shall be followed for these events.

#### **Organization**

The Department of Administration building will have one emergency evacuation coordinator and two alternate coordinators to ensure one person is physically in the building at all times. Each floor will have three floor monitors who will certify that all areas are evacuated. Each Division will have a division representative who maintains a pager for emergency messages from the State Capitol Police. In addition, the Safety Director and one monitor on each floor of the Administration Building will maintain a pager for the same reason.

#### **Knowledge of the Building**

All employees shall become familiar with the physical characteristics of the building to guarantee that evacuations are efficient and orderly. The attached plans for each floor of the Department of Administration Building designate the following:

1. Location of stairways
2. Location of fire alarms
3. Location of fire extinguishers
4. Location of outside assembly areas
5. Location of Fire Control Panel
6. Emergency Exits
7. Alarm system
8. Command Post

#### **Alarm & Paging System**

The Department of Administration Building contains a horn tone fire alarm system with visual indicator. The alarm is activated by the building's automatic smoke detection system. The alarm

may also be activated manually by using the wall-mounted pull activation units. Upon hearing the emergency evacuation alarm, all employees and visitors shall take immediate action to evacuate automatically. The Coordinator will then activate the alarm system, notify the adjacent building and notify the proper authorities. The State Capitol Police will activate the emergency paging system when appropriate to give special instructions to evacuation Coordinators, Division Representatives and Floor Monitors during emergency evacuations and other emergency situations such as tornadoes, hurricanes, bomb threats and chemical spills.

### Emergency Evacuation Procedures

#### Authority

Any employee shall pull the alarm activation device during an emergency and report immediately to the ground floor lobby fire alarm control panel or to an area outside the rear doors if the lobby is unsafe. The employee shall then brief the "Emergency Evacuation Coordinator."

*NOTE:* Only the "Emergency Evacuation Coordinator" shall be authorized to initiate building evacuation during a training exercise.

### Evacuation Routes

In the event an alarm is sounded or a verbal order is given to evacuate, employees shall proceed calmly and quietly through the corridor, down the stairways and exit from the ground floor. Employees on the ground floor and in the basement shall also exit from the ground floor. Floor plans with designated evacuation points and exits will be posted on each floor of the Department of Administration Building.

*NOTE:* Elevators shall not be used as a means of exit during an evacuation. **All evacuations shall be taken seriously!**

### Persons with Mobility Impairments

It is the responsibility of all employees who consider themselves sufficiently disabled to warrant special evacuation procedures in the event of an emergency to advise their floor monitors of special needs. Floor monitors will maintain a list of all employees with disabilities in his/her work area and submit a copy of that list to the "Emergency Evacuation Coordinator". The "Emergency Evacuation Coordinator" will notify all alternate Coordinators of the Persons with Mobility Impairments List from each floor. Employees are reminded that it is their responsibility to assure that their name is on the list when they feel there is a need for them to receive special assistance.

It should also be understood that the disability need not be permanent, but could be temporary, such a broken leg, broken ankle or foot, visual impairment, late term pregnancy, severe sprains, or other physical conditions that might impair safe movement by means of stairs.

During an evacuation, all employees with disabilities shall proceed immediately to the nearest stairway exit and wait for the stairway to clear before entering the stairway corridor. Upon stairway clearance from the floors above, all employees with disabilities will stage themselves on the platform inside the stairway corridor and await emergency rescue personnel. The floor monitor may evacuate the disabled employee by means of the Evacutrack.

After clearance of their respective floor, one of the floor monitors shall immediately notify the building "Emergency Evacuation Coordinator" of the location of employees with disabilities. Another floor monitor shall remain with the employees until fire and police personnel evacuate them.

### Evacuation Collection Points

Upon evacuation, employees shall proceed to the collection areas, which are: the Northeast section of the rear parking lot to the Department of Administration Building and across Lane Street (see

Evacuation Diagram at the end of this policy.) During inclement weather, employees are to assemble in the lobby of the Albermarle building and under Parking Deck 75.

#### Accounting for Personnel

Each supervisor shall establish a procedure to ensure that all personnel evacuate during an emergency. Each employee shall ensure that visitors within their respective areas are advised of the need to evacuate the building and are then directed to the appropriate collection area.

#### Emergency Response Team: Floor Monitors Function

Floor monitors shall assist in the total evacuation of their assigned floor. At the sound of an alarm, all floor monitors shall proceed to the elevator vestibule. Two of the floor monitors shall then separate and ensure that all employees located in the east and west ends of the building have evacuated. The third monitor shall assist all employees with disabilities and certify that no employees enter the elevator. After the two monitors warrant that their floor has been emptied, they shall report to the ground floor lobby and notify the "Emergency Evacuation Coordinator" that all is clear or notify if any employee with disabilities needs assistance. Floor monitors will then receive further instructions from the "Emergency Evacuation Coordinator".

#### "Emergency Evacuation Coordinator" Function

The "Emergency Evacuation Coordinator" shall be in charge of the building evacuation process. He/she will coordinate in-house activities during evacuations and shall assist outside services as needed. This person has the final authority to give notice as to building re-entry. He/she shall train floor monitors on their emergency roles and shall address evacuation problems with responsible parties. The Coordinator shall also maintain a list of floor monitors for each floor of the Department of Administration building, consisting of three monitors per floor and any CPR qualified contacts that are available. This list shall be conspicuously posted in sign form in the elevator vestibules for each floor. Department of Administration Building shall have one "Emergency Evacuation Coordinator" and four alternates. He/she shall establish an evacuation control point at the alarm control panel on the ground floor to coordinate evacuation activities.

#### Employee Function

Employees shall evacuate the building calmly and quietly upon alarm or at floor monitors' direction. Employees failing to abide by direction to evacuate the building shall be reported to their immediate supervisor and will be subject to disciplinary action.

The primary concern of all employees shall be to evacuate the building as rapidly and orderly as possible. Employees need not be concerned with closing windows or doors, but if doors are closed for security purposes, the supervisor of that section shall ensure that the locked area is accessible to fire and police personnel. Employees shall allow clear passage for the "Emergency Evacuation Coordinator" and floor monitors.

#### Bomb Threat Procedure (Reference: GA-019, Bomb Threat, DOA Policy and Procedure Manual)

The safety of personnel is the utmost consideration during an emergency. All bomb threats will be treated seriously and prompt action shall be taken to ensure safety. When an employee receives a bomb threat call, he/she shall immediately call the Capitol Police at 733-4646 and report all information pertinent and available. Capitol Police will then decide whether the building will or will not be evacuated. If the building is to be evacuated the State Capitol Police will activate the Emergency paging system for the floor monitors and Safety Director who will see that their floor is evacuated normally by pulling the fire alarm and then go directly to the ground floor to give all pertinent information to the "Emergency Evacuation Coordinator". If the Capitol Police decide NOT to evacuate the building, then the employee will immediately advise the "Emergency Evacuation

Coordinator” with all available information. All employees shall use the emergency evacuation procedures provided by the floor monitor.

### Severe Weather Procedures

Extra precaution is needed during a storm, high winds, hurricane, or tornado to assure the safety of employees while in the Department of Administration Building. Not only is there a large concentration of people in a small area, but this building has a large area of glass on the outside walls. In the event of a storm, hurricane, or tornado, the State Capitol Police shall contact the floor monitors who will make notifications using the P.A. system or messenger,

Employees are required to:

1. Go to the innermost portions of their floors.
2. Avoid windows and glass doorways.
3. Not use elevators. Power failure could trap elevator occupants.
4. Protect their heads and crouch behind solid or secure barriers, making as small a target for flying debris and glass as possible.
5. Persons with disabilities will move to the designated area in the innermost portion of the floor they are occupying and will be accompanied by a floor monitor until the all clear is given.

### Employee Training and Annual Drills

All building employees shall be trained in emergency evacuation procedures. A copy of the Emergency Evacuation Plan will be readily accessible to all employees on all floors. Each employee’s supervisor is responsible for annually reviewing the Emergency Evacuation Plan and related procedures with all their employees. All new employees will receive from their immediate supervisor a review of the Emergency Evacuation Plan and procedures on their first day of employment. Evacuation procedures shall also include, but not be limited to, identification of exits and collection areas, location and use of alarms, fire extinguishers and fire hoses, and location of floor monitor signs.

The building’s “Emergency Evacuation Coordinator” shall be responsible for coordinating his/her efforts with local emergency service personnel in order that semi-annual (minimum) evacuation drills are held in accordance with established policies, procedures, and regulations.

The “Emergency Evacuation Coordinator” shall meet with floor monitors at least quarterly to review emergency plans and procedures and potential new building emergency and evacuation needs. The “Coordinator” shall provide training to the monitors as required.

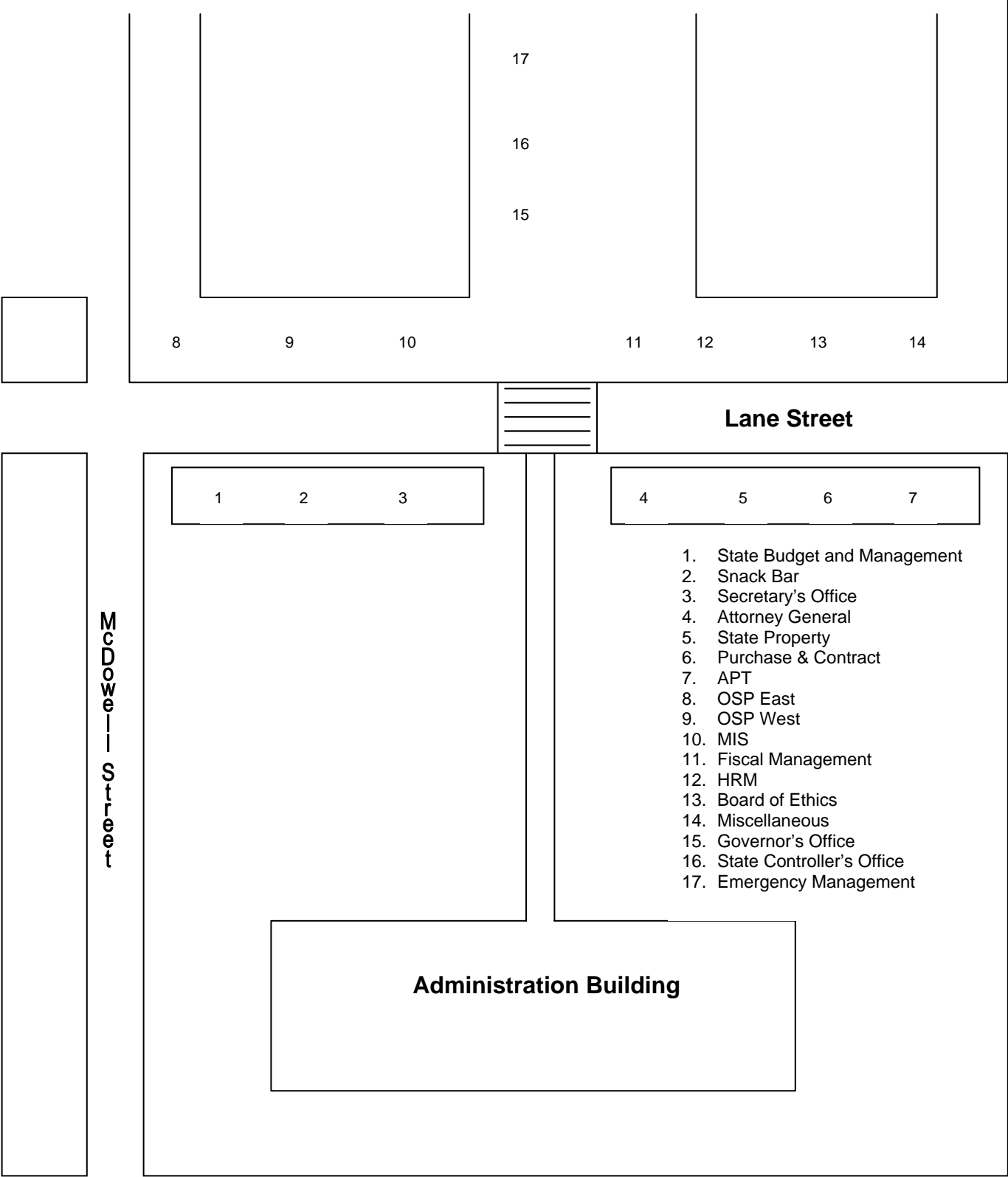
The “Emergency Evacuation Coordinator” is responsible for the overall evacuation of personnel from the Department of Administration Building. The “Coordinator” is also responsible for a written evaluation of each evacuation. This evaluation shall be filed and shall be open to review and amendment. A plan of corrective action will be required to correct noted areas of deficiency that may have been observed during evacuation drills or actual emergency evacuations. After deficiencies have been corrected, the “Emergency Evacuation Coordinator” may conduct follow up drills to assess efforts to remedy noted deficiencies.

See evacuation diagram on next page.

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### Administration Building Evacuation Diagram – Rally Points



8 9 10 11 12 13 14

17  
16  
15

**Lane Street**

1 2 3 4 5 6 7

- 1. State Budget and Management
- 2. Snack Bar
- 3. Secretary's Office
- 4. Attorney General
- 5. State Property
- 6. Purchase & Contract
- 7. APT
- 8. OSP East
- 9. OSP West
- 10. MIS
- 11. Fiscal Management
- 12. HRM
- 13. Board of Ethics
- 14. Miscellaneous
- 15. Governor's Office
- 16. State Controller's Office
- 17. Emergency Management

**Administration Building**

**McDowell Street**



## BOMB THREAT CHECKLIST

Exact time of call: \_\_\_\_\_ Day \_\_\_\_\_ Date \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

\_\_\_\_\_

### QUESTIONS TO ASK

1. When is the bomb going to explode? \_\_\_\_\_

2. Where is the bomb? \_\_\_\_\_

3. What does it look like? \_\_\_\_\_

4. What kind of bomb is it? \_\_\_\_\_

5. What will cause it to explode? \_\_\_\_\_

6. Did you place the bomb? \_\_\_\_\_

7. Why? \_\_\_\_\_

8. Where are you calling from? \_\_\_\_\_

9. What is your address? \_\_\_\_\_

10. What is your name? \_\_\_\_\_

### CALLER'S VOICE (circle)

Calm

Disguised

Nasal

Angry

Broken

Stutter

Slow

Sincere

Lisp

Rapid

Giggling

Deep

Crying

Squeaky

Excited

Stressed

Accent

Loud

Slurred

Normal

If voice is familiar, whom did it sound like? \_\_\_\_\_

Were there any background noises? \_\_\_\_\_

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Person receiving call: \_\_\_\_\_

Telephone number call received at: \_\_\_\_\_

Date: \_\_\_\_\_

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-021  
**Subject:** Access to Public Records **Eff. Date:** 4-1-2008  
**Approved by:** Secretary Cobb **Page 1 of 3**

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### **Purpose:**

To establish a policy ensuring citizens the right of access to public records.

### **Policy Statement:**

It is the policy of the North Carolina Department of Administration to comply in full with the provisions of G.S. 132 guaranteeing citizens the right of access to public records.

Notify the Public Information Officer about any request for public records, especially a request from the media, before releasing the information. If the information is of a sensitive or legal nature, the General Counsel should be consulted.

Public records in the Department are available for supervised inspection during normal business hours.

Copies of any public records will be provided free of charge or for a fee which reflects the actual cost of making the copy. In the case of a request for copies that requires extensive use of information technology resources or an extensive use of clerical or supervisory assistance, the agency may charge a reasonable service charge in accordance with GS 132-6.2(b). Copies will be supplied as promptly as possible.

### **Background**

DOA has a continuing commitment to follow the provisions of the state's laws on access to public records. That commitment includes establishment of a Department policy on fees and payment provisions used in recovery of the direct costs associated with providing copies of public records.

State statutes do not specify what charges are to be made for copying public records -- only that they be "reasonable" and recover "actual costs" of copying. DOA, accordingly, will establish its policy for copying charges based on expenses that are directly involved in providing public records.

### **Charges**

The Table below details price per page, based on volume. These charges are the same, whether the Division possessing the public record does the copying or requires the requester to make the copies sought. The price assumes the requestor uses the department's copying equipment.

A page in these guidelines refers to "a single impression." For example, if a double-sided original is copied, two (2) impressions would have been made and the charge would be for 2 pages.

**Table 1: Photocopy Expenses**

VOLUME	PRICE PER PAGE
Less than or equal to 20 pages	Free
Greater than 20 pages	\$0.10 per page

**A. General Policy on Charges**

1. All public records should remain in the control and possession of the custodian of those records.
2. Where data has been gathered and provided according to Federal mandates, Federal policy guidelines on copy charges override Department policy.
3. On requests for "special case" copies (oversized maps, high-resolution copies, color copies), the Division/Section/Office providing the copies may charge a fee consistent with the direct costs of the copying. That cost shall be determined by the Division that possesses the public record.

**B. Electronic Data**

The direct costs associated with providing electronic copies of public records will vary depending on the media (method) used to prepare and distribute the data and on the time required by the data analyst to extract and/or format the data. In addition, a charge may be made for processor time and storage for data on the SIPS mainframe.

**Table 2: Direct Costs of Requests for Electronic Data**

Media					CPU *		Storage *	Analyst
Diskette	Tape	CD-ROM	Print Out	Internet FTP	Batch	On-line		
\$0.86 per disk	Varies w/ reel type	\$15/CD	Per page Laser: \$0.04 Impact: \$1/1000 lines	Free	\$5 per CPU minute	\$23 per CPU minute	\$0.0064 per megabyte per day	\$72 per hour

\*Assumes data exists on SIPS mainframe. Rates are subject to change as rates change at SIPS.

**C. Postage and Shipping**

Postage and shipping charges will be the direct costs charged by the U.S. Postal Mail Service and courier services; shipping to include materials used for mailing.

**D. Payments**

1. Prepayment may be required of requestors seeking copies of public records.
2. Each Division/Section/Office responding to requests for public records will take care of its own collections and maintain its own billing records in accordance with the State and Department Cash Management Plan.
3. When photocopies or electronic copies of public records are made by the custodian on-site with the requestor present, payment is to be made immediately upon the completion of the copying.
4. A custodian may require prior payment for data distributed off-site (by mail or otherwise shipped.)
5. If a requestor is more than 30 days past due on payment, then the custodian may deny further requests by the same requestor for information until the balance is

paid. The custodian may refer any debts incurred for copying public records that remain uncollectible through Fiscal Management to the Attorney General's Office for collection.

6. Payment may be made (at the discretion of the Division) by check, certified check, money order, or cash. A receipt will be provided upon request for all cash payments or by certified check, check, or money order.
7. Checks and money orders for payment of copies of public records must be made payable to: "DOA Division or Section Name" (e.g. DOA/Purchase and Contract).
8. Receipts for funds paid for copies of public records should be deposited at least once each week; receipts in excess of \$250 must be deposited within 24 hours of collection.

E. Accounting and Budgeting

1. Revenue generated by the sale of copies of public records must be used only to directly offset the allowable expenses of preparing and distributing public records.
2. Receipts collected by any Division/Section/Office will be placed in the appropriate account and center codes. Below are recommended revenue accounts and associated types of receipts.

434132001	Data Processing Services	CPU, Storage, Analyst Charges
434134	Printing, Binding, and Duplication Services	Photocopies
434310	Sale of Publications	Pre-printed maps, documents
43490	Other Sale of Goods	Printout, media

3. The Office of State Budget may, at its discretion, establish a specific account to hold and disburse receipts associated with charges for copying of public records.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-022  
**Subject:** Public Information Review **Eff. Date:** 8-1-2006  
**Approved by:** Secretary Cobb **Page** 1 **of** 1

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### **Purpose:**

To establish a policy requiring in-house review and monitoring of all information published and produced by divisions and agencies of the Department of Administration.

### **Policy Statement:**

All publications, i.e., news releases, brochures, pamphlets, media packets, programs, reports, newsletters and conference materials; and audio/visual productions for the Department of Administration, i.e., slide shows and videotapes or other public information shall be released to the news media or the general public following prior approval of the Director of Public Information who will coordinate the review of such materials by the Office of the Secretary. All of the above-mentioned materials should be discussed with the Director while still in the developmental stages. Final copy of materials to be printed or recorded must have written approval from the Director prior to submission for printing or production.

This policy guideline is intended to coordinate the Department's public information program without hampering the dissemination of information from knowledgeable personnel.

This policy is not mandatory for those agencies associated with the Department of Administration for administrative purposes as evidenced by their enabling legislation. The Director of Public Information is available to assist these agencies as requested.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-023  
**Subject:** Media Contacts **Eff. Date:** 8-1-2006  
**Approved by:** Secretary Cobb **Page** 1 **of** 1

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### **Purpose:**

To establish a policy regarding how to handle media contacts.

### **Policy Statement:**

The Department will strive to keep the public informed about this department and its varied activities.

All press contacts should be initiated through DOA's Public Information Office (PIO). Once reporters have spoken with the PIO, they should be referred to the appropriate person who will be able to answer their routine, factual questions, preferably by the Division Director or his/her designee.

Inquiries involving opinion or policy of the Department or a particular division should be forwarded to the PIO, where the Secretary, Deputy Secretaries, Public Information Officer, other members of the Secretary's Executive Staff or appropriate Division Director may respond.

This policy is not mandatory for those agencies associated with the Department of Administration for administrative purposes as evidenced by their enabling legislation. The Director of Public Information is available to assist these agencies as requested.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-024  
**Subject:** Notification to Press of Open Markets **Eff. Date:** 1-1-2003  
**Generated by:** Public Information Office  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a procedure to comply with General Statute 143-318.9 through 143-318.18, Meeting of Public Bodies.

### **Action:**

#### Responsibility of Division

1. Notifies the Public Information Office of meetings of boards, councils, commissions, task forces and other public bodies by the 25<sup>th</sup> of the month preceding the meeting date.

#### Responsibility of Public Information Office

2. Posts monthly calendar meetings on DOA's official bulletin board located on the first floor of the Administration Building, as well as bulletin boards on the ground, second, fourth and fifth floors by the last day of the month. (By law, all meeting notices must be posted 48 hours in advance of the event.)
3. Posts monthly calendar of meetings of the department's and state's (NC @ Your Service) web sites by the last day of the month.
4. Mails monthly calendar of meetings to each media outlet, which has requested such notification by the last day of the month.
5. Is authorized to charge a \$10 fee per calendar year to persons, other than the media, who request notice and may require them to renew their requests quarterly.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-025  
**Subject:** Project Implementation **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page 1 of 1**

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### **Purpose:**

To establish a policy requiring follow-up by the requesting agency on recommendations of all formally constituted studies of DOA agencies.

### **Policy Statement:**

All studies must be requested by the division director (or equivalent management level) or above, and approved by their Deputy Secretary or the Secretary. The Secretary should be immediately informed of all studies.

Once the final project report has been presented to the requesting division, the director should respond to the project consultant in writing about which recommendations are acceptable and which ones need to be further discussed before action is taken.

The studied division and the Secretary's Office will develop an implementation plan (for all studies whether conducted by an outside consultant or another state agency).

It is the responsibility of the assistant/deputy secretary of the studied division to ensure that all recommendations are fully considered and that those accepted for implementation are, in fact, implemented within a planned period of time.

Reference: Fiscal-021, Consultant Services, DOA Policy and Procedure Manual  
GA-026, Methods and Procedures Studies, DOA Policy and Procedure Manual

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-026  
**Subject:** Methods and Procedures Studies **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 2

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### **Purpose:**

To establish procedures for requesting a study of organization, methods and procedures.

### **Action:**

#### Responsibility of Division Director

1. Determines need to improve operations and/or identifies problems with organization, methods and procedures.
2. Informs Deputy Secretary of desire for Administrative Analysis to conduct study.

#### Responsibility of Deputy Secretary

3. Approves/disapproves. If approved, notifies Secretary.

#### Responsibility of Division Director

4. Submits written memo to the Management section of Office of State Budget and Management (OSBM) stating problem and request for assistance.

#### Responsibility of Study Consultant

5. Contacts requestor and schedules meeting to discuss specific requirements, objectives, time frame, etc.

#### Responsibility of Division

6. Provides information as requested.

#### Responsibility of Study Consultant

7. Researches, collects, summarizes and analyzes data.
8. Develops recommendations and alternatives and submits report to requestor.

#### Responsibility of Division Director

9. Responds to OSBM in writing about which recommendations are acceptable and which ones need to be further discussed before action is taken.

#### Responsibility of Study Consultant and Division Director

10. Develops an implementation plan for recommendations.

#### Responsibility of Division Director

11. Presents implementation plan to his/her Deputy Secretary for approval.

#### Responsibility of Deputy Secretary

12. Approves/disapproves.

Responsibility of Division Director

13. Reports implementation progress to his/her Deputy Secretary monthly until completion of the implementation of project recommendations.

Note: When it is determined that a task will not be completed by the planned completion date, it is the responsibility of the Division Director to report, in writing, to his/her Deputy Secretary the delay, reasons for the delay, and the new anticipated completion date.

Responsibility of Study Consultant

14. Monitors implementation process and provides assistance where needed.
15. Reports the general progress of the implementation process to the Deputy Secretary for Operations.

Reference: GA-025, Project Implementation, DOA Policy and Procedure Manual

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-027  
**Subject:** Administrative Procedures Act **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a system to insure compliance with the requirements of the Administrative Procedures Act (APA).

### **Action:**

#### Responsibility of APA Coordinator/General Counsel

1. Informs Divisions of legislation, which affects them.

#### Responsibility of Division/Program

2. Reviews legislation and DOA rules to determine if the rules need to be updated, informs APA Coordinator.
3. Prepares draft rules.

#### Responsibility of Deputy Secretary

4. Reviews rules and approves.

#### Responsibility of APA Coordinator/General Counsel

5. Schedules public hearing, sends out notices, holds hearing
6. Notifies program of any comments or needs.

#### Responsibility of Division/Program

7. Revises rules if necessary.
8. Prepares final copy.

#### Responsibility of Deputy Secretary

9. Approves final revisions.

#### Responsibility of APA Coordinator/General Counsel

10. Prepares filing forms and submits to Secretary.

#### Responsibility of Secretary

11. Signs filing form signifying official departmental action. This function may be delegated by the Secretary to APA Coordinator/General Counsel.

#### Responsibility of APA Coordinator/General Counsel

12. Files rules with Department of Justice and the Administrative Rules Review Committee, attends review and informs Division of final approval.
13. Maintains official files.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-028  
**Subject:** Attorney General Opinions **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish procedures for requesting formal opinions from the Attorney General.

### **Action:**

#### Responsibility of Division Director

1. Determines need to request formal opinion from Attorney General.
2. Sends memo to Deputy Secretary stating problem and requesting assistance from the Attorney General.

#### Responsibility of Deputy Secretary

3. Reviews memo with Legal Counsel to determine if an Attorney General's opinion is needed.
4. If an Attorney General's opinion is necessary, forwards memo to Secretary.

#### Responsibility of Secretary

5. Approves/disapproves.
6. If approved, returns memo to Deputy Secretary whom forwards to Division Director.

#### Responsibility of Division Director

7. Works with Legal Counsel in preparing letter of request to Attorney General.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-030  
**Subject:** Legislative Contacts **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a policy regarding how to handle legislative contacts.

### **Policy Statement:**

Only those departmental personnel designated by the Secretary's Office may be in the Legislative Building during working hours, to attend or testify at legislative committee meetings or to monitor committee meetings. (Employees are allowed to go to the legislative cafeteria or snack bar during lunch.)

Requests from legislators or legislative staff to attend meetings should be directed to the Secretary's Office where an appropriate person(s) will be designated to attend. Requests for board members of commissions or councils to appear in legislative committee meetings should be reported to the Secretary's Office prior to the scheduled meeting. A copy of remarks to be made should be sent to the Secretary's Office. This is especially important in the case of advocacy programs.

All requests for information from legislators or legislative staff should be reported to the Secretary's Office immediately upon receiving such requests.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-031  
**Subject:** Vendor Gifts and Gratuities **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a policy regarding state employees accepting gifts from vendors.

### **Policy Statement:**

No DOA employee may receive any benefit either directly or indirectly from any contract to provide supplies, materials or equipment to any agency of the state. In addition no DOA employee may receive any rebate, gift or otherwise, money or anything of value whatsoever or an obligation, or contract for future reward or compensation from any person, firm or corporation to whom any contract may be awarded. This policy does not prohibit the receipt of promotional gifts of nominal value given in conjunction with approved employee solicitations. A violation of this policy could result in a criminal indictment.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-032  
**Subject:** Incentive Bonus Program (SEIBP) **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a uniform system for requesting evaluations of suggestions submitted to the State Employee Suggestion System for evaluation by the Department of Administration.

### **Action:**

#### **Responsibility of Employee**

1. Get a suggestion form from the web site referenced below or the state coordinator in the Department of Administration. Your agency coordinator can help you with filling out the form.
2. Think your idea through carefully. Make sure your facts and figures are correct. Your idea can be a new application of an old idea, but it must be an improvement over the old method.
3. Your suggestion should be outlined step by step.
4. Submit all suggestions to your agency coordinator.

Note: Please refer to the SEIBP web site - <http://www.doa.state.nc.us/doa/seibp.htm> for more Information.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-033  
**Subject:** Use of State-Owned Facilities **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a policy clarifying the use of state-owned facilities by non-state government organizations and individuals and the consumption of alcoholic beverages on state-owned property.

### **Policy Statement:**

State policy requires that permission for use of any state-owned facility by any organization or individual not a part of state government must be obtained from the department holding title to the facility. In most cases that is the Department of Administration. This is true in all cases involving programs and divisions of this department. Permission for use of buildings must be secured from the Secretary's Office or delegated authority.

The Attorney General has handed down an opinion that alcoholic beverages may be served and consumed on state-owned property if they do not exceed 14% alcohol. This would include most wines, but not liquor. Again, a request for use of any alcoholic beverages must be made to the Secretary.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-034  
**Subject:** Use of State-Owned Vehicles **Eff. Date:** 1-1-2003  
**Approved by:** Secretary Swinson **Page 1 of 1**

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### **Purpose:**

To establish a policy regarding non-state employees traveling with state employees in state-owned vehicles.

### **Policy Statement:**

The purpose of the Department of Administration's Motor Fleet Management Office is to furnish state employees with transportation when needed in the performance of their duties.

Non-state employees may accompany state employees in state cars when they have a business interest in the travel. Students of universities and colleges may be passengers in state cars to attend athletic events and other activities officially sanctioned by the institution, provided the proper account is reimbursed at the standard mileage cost rate by the student activity fund involved. Family and guests of state employees may accompany them in state owned vehicles, if ample space is available and all travel is strictly for official state business (G.S. 143-341.8[1]).

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-035  
**Subject:** Minor Alterations **Eff. Date:** 1-1-2003  
**Generated by:** Joseph H. Henderson, State Property  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To provide an efficient and productive way to process requests for minor construction/renovation work to buildings and offices in a timely manner. Construction and renovation work is defined as work of a new construction nature (i.e. moving a wall, etc.) or special work to accommodate office moves.

### **Action:**

#### Responsibility of Employee/Building Coordinator (Facility Management Contact)

1. Requests alterations via Facility Management.

#### Responsibility of Facility Management

2. Evaluates and forwards request to State Property Office.

#### Responsibility of State Property Office

3. Evaluates/investigates.
4. Approves alterations.

#### Responsibility of Facility Management

5. Estimates cost.

#### Responsibility of Agency

6. Obtains approval for funding.

#### Responsibility of State Property Office or Facility Management

7. Completes work.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-036  
**Subject:** Office & Building Repairs **Eff. Date:** 1-1-2003  
**Generated by:** S. Tony Jordan, Facility Management  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To provide an efficient and productive way to process requests for minor maintenance work to buildings and offices on a timely basis. Maintenance work is defined as the necessary normal repair and maintenance to provide facilities in a condition to fulfill their designed performance capability. Replacing light bulbs, repair sinks/faucets, cyclical painting, etc., are examples. Evaluation of the maintenance work request will be on the basis of whether or not the work item should be performed immediately or can be delayed until the next planned cyclical maintenance effort.

### **Action:**

#### Responsibility of Employee

1. Identifies need.
2. Contacts Division Building Coordinator (Facility Management Contact)

#### Responsibility of Division Building Coordinator

3. Contacts Work Control of Facility Management either by e-mail, memo or telephone.

#### Responsibility of Facility Management

4. Assigns service order and evaluates scope.
5. Assigns work to appropriate trade shop.
6. Issues materials.
7. Performs assigned work.
8. Post labor hours worked.
9. Reviews work performed.
10. Closes out work order file.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-037  
**Subject:** Allocation or Assignment of Space **Eff. Date:** 1-1-2003  
**Generated by:** Joseph H. Henderson, State Property  
**Approved by:** Secretary Swinson **Page 1 of 1**

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### **Purpose:**

To establish a procedure for assignment or allocation of space in buildings in Wake County, to include the Government Center and the Polk Building in Mecklenburg County.

### **Action:**

#### Responsibility of Division/Program

1. Submits written request for assignment or allocation of space in buildings to Director of State Property Office.
2. Provides justification.

#### Responsibility of State Property Office

3. Investigates agency's needs and availability of space.
4. Contacts Facility Management for cost estimate if renovations are required.

#### Responsibility of Division/Program

5. Provides verification of available funds.

#### Responsibility of State Property Office

6. Issues space assignment letter signed by Secretary of DOA.

#### Responsibility of Facility Management

7. Renovates space (if required).

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-038  
**Subject:** Renovation/Relocation of Office Space **Eff. Date:** 1-1-2003  
**Generated by:** Joseph H. Henderson, State Property  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a procedure to provide the following services from the State Property Office:

1. Office layout planning
2. Organizational analysis
3. Space allocation (owned or leased)
4. Building code — accessibility evaluation
5. Alterations planning through Facility Management (FM) See FM-111
6. New facilities planning through State Construction Office (SCO)
7. Move coordination
8. Special purpose modular furniture design through FM

### **Action:**

#### **Responsibility of Department/Division/Program**

1. Requests service from the Director of State Property Office.

#### **Responsibility of State Property Office**

2. Provides service.
3. Establishes budget estimate if necessary.

#### **Responsibility of Department/Division/Program**

4. Provides funds.

#### **Responsibility of State Property, Facility Management, State Construction Office**

5. Completes project.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-039  
**Subject:** Moving Equipment & Furniture **Eff. Date:** 1-1-2003  
**Generated by:** S. Tony Jordan, Facility Management  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To provide a controlled system where agencies can request assistance in minor moves of office equipment or furniture. (Not part of large general office moves. See Renovation/Relocation of Office Space, GA-037.)

### **Action:**

#### Responsibility of Employee

1. Notifies Division Building Coordinator (Facility Management Contact) of needed move.

#### Responsibility of Division Building Coordinator (DBC)

2. Contacts Work Control, Facility Management, either by e-mail, memo or telephone

#### Responsibility of Facility Management

3. Creates service order and confirms with DBC.
4. Advises requesting agency of projected move date based on workload.

#### Responsibility of DBC

5. Authorizes work on projected scheduled date or cancels request if date is not satisfactory.  
NOTE: Alternative is for DOA Building Coordinator to request assistance from Correction Enterprises

#### Responsibility of Facility Management

6. Performs final coordination of move with DOA Building Coordinator if work is authorized.
7. Performs work.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-040  
**Subject:** ATM's in State Facilities **Eff. Date:** 1-1-2003  
**Generated by:** Joseph H. Henderson, State Property  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a procedure for placing Automatic Teller Machines (ATM's) in State owned facilities or on state-owned land.

### **Action:**

#### Responsibility of Agency/Building Coordinator

1. Requests for ATM submitted to Director of State Property Office.
2. Determines location, and type of service desired (freestanding machine or space in buildings).
3. Solicits and evaluates proposals to provide ATM Services (free standing machines must follow Department of Administration, Division of Purchase and Contract, procedures).
4. Obtains Council of State approval (if required) and finalizes lease agreement.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-041  
**Subject:** Acquisition/Disposition of Real Property **Eff. Date:** 1-1-2003  
**Generated by:** Joseph H. Henderson, State Property  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish procedures to acquire or dispose of real property for Department of Administration agencies.

### **Action:**

#### Responsibility of Division/Program

1. Request to acquire or dispose of real property submitted to the Director of the State Property Office on form PO-1 (acquisition) or PO-2 (disposition).  
**Note:** Forms are located at the end of this procedure and at <http://spo.doa.state.nc.us/spohome/> under "on-line data services."
2. Provides information and justification to support request.

#### Responsibility of State Property Office

3. Investigates request and takes appropriate action to acquire or dispose of real property.
4. Verifies funding if property to be purchased.
5. Negotiates transaction and obtains appropriate approvals (Joint Legislative Commission on Governmental Operations/Council of State).
6. Completes transaction and advises agency.

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**Original and one copy to State Property Office**

STATE OF NORTH CAROLINA  
DEPARTMENT OF ADMINISTRATION

\*ACQUISITION OF REAL PROPERTY

Institution or Agency: \_\_\_\_\_ Date: \_\_\_\_\_

The Department of Administration is requested, as provided by GS §146-22 et seq., to acquire the real property herein described by purchase, lease, rental, or other (specify). \_\_\_\_\_

This Property is needed for the following reasons and purposes: (Attach additional pages if needed.)

Name and Address of Present Owner: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of Property: (Attach additional pages if needed.)

Estimated value: \_\_\_\_\_ Rental price (if applicable): \_\_\_\_\_

Funds for the acquisition of this property are available in our budget under:

**Code:** \_\_\_\_\_ **Item:** \_\_\_\_\_ **Other:** \_\_\_\_\_

In the event the above described real property is not acquired, is there other real property available, owned by the State or otherwise, that you believe would, if acquired, fulfill the requirements of your agency? If so, give details. (Attach additional pages if needed.)

**(Complete if Agency has a Governing Board.)**

Action recommending the above request was taken by the Governing Board of and is recorded in the minutes thereof on \_\_\_\_\_ (date).

Signature: \_\_\_\_\_  
**Chief Executive Officer of Agency**

\*The term "real property" includes timber rights, mineral rights, etc. (GS §146-64)

**Original and one copy to State Property Office**

STATE OF NORTH CAROLINA  
DEPARTMENT OF ADMINISTRATION

DISPOSITION OF REAL PROPERTY

Institution or Agency: \_\_\_\_\_ Date: \_\_\_\_\_

The Department of Administration is requested, as provided by GS §146-28 et seq., to dispose of the real property herein described by purchase, lease, rental, or other (specify). \_\_\_\_\_

This disposition is recommended for the following reasons:

Description of Property: (Attach additional pages if needed.)

Estimated value: \_\_\_\_\_

Where deed is filed, if known: \_\_\_\_\_

If deed is in the name of agency other than applicant, state the name: \_\_\_\_\_

Rental income, if applicable, and suggested terms: \_\_\_\_\_

Funds from the disposal of this property are recommended for the following use:

**(Complete if Agency has a Governing Board.)**

Action recommending the above request was taken by the Governing Board of and is recorded in the minutes thereof on \_\_\_\_\_(date).

Signature: \_\_\_\_\_

**Chief Executive Officer of Agency**

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-042  
**Subject:** Lease Space **Eff. Date:** 1-1-2003  
**Generated by:** Joseph H. Henderson, State Property  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To establish a procedure to lease space for agencies under the Department of Administration.

### **Action:**

#### Responsibility of Division/Program

1. Requests for lease space submitted on form PO-1 to the Director of State Property Office.
2. Provides justification and source of funds (budget code).

Note: Form is located at the end of this procedure and at  
<http://spo.doa.state.nc.us/spohome/> (under "on-line data services.")

#### Responsibility of State Property Office

3. Investigates and takes appropriate action to solicit lease proposals or identify suitable space.

#### Responsibility of Division/Program

4. Makes recommendation on space selection to SPO.
5. Provides final budget (funding) verification.

#### Responsibility of State Property Office

6. Makes final space decision and secures Council of State approval if required.
7. Completes lease agreement and notifies agency of occupancy date.

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**Original and one copy to State Property Office**

STATE OF NORTH CAROLINA  
DEPARTMENT OF ADMINISTRATION

\*ACQUISITION OF REAL PROPERTY

Institution or Agency: \_\_\_\_\_ Date: \_\_\_\_\_

The Department of Administration is requested, as provided by GS §146-22 et seq., to acquire the real property herein described by purchase, lease, rental, or other (specify). \_\_\_\_\_

This Property is needed for the following reasons and purposes: (Attach additional pages if needed.)

Name and Address of Present Owner: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of Property: (Attach additional pages if needed.)

Estimated value: \_\_\_\_\_ Rental price (if applicable): \_\_\_\_\_

Funds for the acquisition of this property are available in our budget under:  
**Code:** \_\_\_\_\_ **Item:** \_\_\_\_\_ **Other:** \_\_\_\_\_

In the event the above described real property is not acquired, is there other real property available, owned by the State or otherwise, that you believe would, if acquired, fulfill the requirements of your agency? If so, give details. (Attach additional pages if needed.)

**(Complete if Agency has a Governing Board.)**

Action recommending the above request was taken by the Governing Board of and is recorded in the minutes thereof on \_\_\_\_\_ (date).

Signature: \_\_\_\_\_  
**Chief Executive Officer of Agency**

\*The term "real property" includes timber rights, mineral rights, etc. (GS §146-64)



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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-044  
**Subject:** Disruption of Services **Eff. Date:** 1-1-2003  
**Generated by:** S. Tony Jordan, Facility Management  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To provide a system whereby when a disruption in agency service occurs because of abrupt utilities cessation, the Division Building Coordinator (Facility Management Contact) knows whom to contact.

### **Action:**

#### Responsibility of Employee

1. Upon an abrupt disruption of general utilities, notifies Division Building Coordinator (DBC).

#### Responsibility of DBC

2. Calls Work Control and reports problem.

NOTE: If disruption of utilities is such that would cause hazardous conditions (i.e. total electrical outage for entire building), notifies State Capitol Police.

#### Responsibility of Facility Management

3. Issues service order and assigns personnel to correct problem.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-045  
**Subject:** Use of Open Public Events Network **Eff. Date:** 1-1-2003  
**Generated by:** Leila Tvedt, Public Telecommunications  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To promote the dynamic exchange of information and ideas between public officials and citizens through the use of live, interactive, prime time cable conversations on the Open Public Events Network (OPEN).

### **Action:**

#### **Responsibility of Division**

1. Identify issues, concerns, new initiatives, and other topics of statewide interest that demand public comment or deserve citizen involvement with public officials.
2. Consider the value of providing information to citizens across the state and involving them in a dialogue about specific issues with decision-makers through live, prime time, call-in connections via cable.
3. Consider the savings in time, effort, and money when the Division can use live, interactive cable television for a public hearing that reaches hundreds of communities statewide without leaving the Administration Building.
4. Contact the Agency for Public Telecommunications for a discussion of goals and objectives, scheduling dates, topics, panelists, deadlines, and budgets.

#### **Responsibility of Agency for Public Telecommunications**

5. Provide a proposal outlining the capabilities of the Agency to produce a live, interactive call-in program or series of programs on the Open Public Events Network.
6. Maintain satellite distribution to a network of about 60 North Carolina cable systems that carry OPEN programs as a public service to their subscribers every Tuesday and Thursday evening.
7. Staff and produce programs that promote a dialogue with citizens about state government.
8. Send invoice to each applicable Division and a copy to the Office of Fiscal Management.

#### **Responsibility of Fiscal Management**

9. Make appropriate budget transactions.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-046  
**Subject:** Video Teleconferencing **Eff. Date:** 1-1-2003  
**Generated by:** Leila Tvedt, Public Telecommunications  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To avoid unnecessary spending for travel and accommodations and to increase efficiency and productivity by holding meetings or conferences at multiple locations via teleconference, using fiber, satellite, web streaming or other teleconferencing technologies as they become available.

### **Action:**

#### **Responsibility of Division**

1. Consider the savings if people can stay closer to home and attend a meeting, training conference, or discussion that involves multiple locations simultaneously and produces a videotape for later use by those who could not attend in person.
2. Consider the increased productivity of allowing several people in one office to go to a half-day meeting or full day of training without making overnight trips that involve loss of time in transit and cost of travel and accommodations.
3. Consider the savings in time, effort, and money when a single trainer can reach dozens of people in several places at once instead of repeating the same information over and over to various groups in different locations.
4. Contact the Agency for Public Telecommunications for a discussion of goals and objectives, participant locations, dates, deadlines, and budgets.

#### **Responsibility of Agency for Public Telecommunications**

5. Provide a proposal outlining the capabilities of the Agency to assist with the development and production of a teleconference, customized to meet division needs in reaching a specific person or groups of people simultaneously.
6. Make connections via satellite, fiber, or web streaming and produce an interactive teleconference that originates at DOA and reaches the location or locations specified. Evaluate technical quality of teleconference to assure maximum use of best available technology.
7. Send invoice to each applicable Division and a copy to the Office of Fiscal Management.

#### **Responsibility of Fiscal Management**

8. Make appropriate budget transactions.

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## Department of Administration Internal Operating Procedures

**Section:** General Administration **Number:** GA-047  
**Subject:** Videotape Production **Eff. Date:** 1-1-2003  
**Generated by:** Leila Tvedt, Public Telecommunications  
**Approved by:** Secretary Swinson **Page** 1 **of** 1

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### **Purpose:**

To improve staff development and training, to expand public outreach and information, or to develop archival records of important events through the use of professionally produced, high quality video productions

### **Action:**

#### **Responsibility of Division**

1. Determine that high quality video can be a useful, easily updated tool for staff development and training, for streaming on web site, or to archive important presentations for later use.
2. Determine that high quality video can be a powerful tool to reach the public with general information or with specific, targeted messages about programs and services, or policies and procedures.
3. Consider the savings in time, effort, and money when using video to provide critical information without constant repetition for new hires, the public, or others who have an interest in the division's work.
4. Contact the Agency for Public Telecommunications for a discussion of goals and objectives, concept development, dates, deadlines, and budgets.

#### **Responsibility of Agency for Public Telecommunications**

5. Provide a proposal outlining the capabilities of the Agency to assist with the development and production of a high quality video, customized to the division's particular purposes for conveying a general or specific message.
6. From concept to completion, the Agency works with clients to explore a variety of long- or short-form options for the best video production, to find appropriate talent, crew, and locations, to produce and post-produce the project with appropriate images, graphics, script, music and mood, and to provide duplicates and distribution as needed.
7. Send invoice to each applicable Division and a copy to the Office of Fiscal Management.

#### **Responsibility of Fiscal Management**

8. Make appropriate budget transactions.

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-048  
**Subject:** Department Web Standards **Eff. Date:** 1-31-2008  
**Approved by:** Secretary Cobb **Page 1 of 2**

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### **Purpose:**

To establish a policy requiring in-house review and monitoring of all web site information published and produced by Divisions and Agencies of the Department of Administration.

### **Policy Statement:**

The North Carolina Department of Administration (NCDOA) has adopted a centralized process for approving and posting all department web content. All divisions should process their requests through Management Information Systems and the Public Information Office (Web Services) using <http://www.doa.state.nc.us/updates>

All submitted content and web changes must adhere to the standards listed below:

- A standard web template has been created for NCDOA Division and Agency web pages. The template consists of specific approved colors that an agency or commission may choose.
- All web pages utilizing the new template will have a standard navigation across the top which is set by Web Services. The web pages will also feature a standard navigation down the left with the first two options being NCDOA Home and Division Home with the final option in the list being Contact Us.
- The standard font face for all web pages shall be Arial.
- The home page for each Division shall include a brief mission statement that describes the responsibilities and purpose of each division. One image may be displayed on this page that conveys the message. Important events or announcements can be temporarily highlighted on the home page with approval from Web Services.
- All images displayed on the site shall be of professional quality in an approved size.
- All external links shall display the following message informing users upon leaving the NCDOA server: *You have selected an external link and will leave the N.C. Department of Administration website. NCDOA is not responsible for content at external links and does not endorse products or services nor guarantee the privacy or security of the external entity. You have the option to click OK to Continue or Cancel or other similar language approved by Web Services.*
- All web pages shall be organized in a directory structure that is defined by Web Services.
- All electronic documents shall be offered with a PDF counterpart.
- The PDF format is the preferred format and should be used to distribute documents where appropriate.
- It is the responsibility of each Division and Agency to routinely review their information and submit updates as needed.
- Web Services will manage all technical aspects relating to NCDOA Division and Agency web pages. No changes shall be made to any pages without approval from Web Services.
- Web Services will manage all domain name requests and transactions for NCDOA.

- All submitted request for web content is subject to review by Web Services. Each Division is responsible for checking the accuracy, grammar and spelling of submitted content.
- Content shall be created in accessible formats using current Section 508 and W3C standards as guidelines. Periodic reviews will be conducted. Sites will be updated as standards evolve with technology advances.

All submitted requests shall be assigned a priority level and be responded to within the specified time frame:

- Time Sensitive: Same day if the ticket is received before noon.
- Standard Updates: Two business days maximum. *Tickets are processed as they are received and generally are completed within 24 hours.*

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## Department of Administration Internal Operating Policies

**Section:** General Administration **Number:** GA-049  
**Subject:** Personnel Public Information **Eff. Date:** 10-22-2010  
**Approved by:** Secretary Carey **Page 1 of 1**

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### **Purpose:**

To establish procedure for responding to external requests for public information regarding current or former employees in accordance with the State Personnel Act and any relevant state or federal laws, rules or regulations or executive order.

### **Policy Statement:**

On October 1, 2010, the Legislature passed changes to GS 126-23(a) that controls what information about a state employee is public information. The change made the following items public information:

- Salary history with the State of North Carolina
- The date and kind of these personnel transactions – promotion, demotion, transfer, suspension, separation or change in position classification – with the State of North Carolina.
- The general reason for any promotion you have achieved with the State of North Carolina.

A Public Information Review Committee including the General Counsel, Human Resources Director, and Communications Director will work together when needed as the Public Information Review Committee in providing responses to external public information requests relating to employees.

Others within DOA management, including the Employee Relations Officer, and the Office of the Attorney General may be consulted on information requests involving disciplinary actions and dismissals and may be utilized on other requests.

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## Department of Administration Internal Operating Policies

<b>Section:</b>	<u>General Administration</u>	<b>Number:</b>	<u>GA-050</u>
<b>Subject:</b>	<u>After-Hours Public Use of State Owned Parking Facilities</u>	<b>Eff. Date:</b>	<u>02-01-2011</u>
<b>Approved by:</b>	<u>Secretary Carey</u>	<b>Page</b>	<b><u>1</u> of <u>2</u></b>

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### **Purpose:**

To establish a policy for after-hours use of state-owned parking facilities

### **Policy Statement:**

General Guidelines: After-Hours Public Use of State-Owned Parking Facilities

State parking facilities within the Downtown State Government Complex are managed by the Department of Administration's State Parking Division. Parking spaces designated for State employees are reserved for assigned employees from 5 a.m. to 5 p.m. Monday through Friday, exclusive of designated State employee holidays. Hourly visitor parking lots are reserved for individuals visiting the Complex from 7 a.m. to 5 p.m. Monday through Friday. Hourly visitor rates are applied from 7 a.m. to 5 p.m. Monday through Friday, exclusive of designated State employee holidays.

Except where certain employee parking areas are secured by gates or doors 24/7, all other parking facilities are open to the general public's use after-hours. As necessary to address safety or operational needs, the State Parking Division reserves the right to close or limit after-hours access to parking facilities by the general public.

Special Event Guidelines for Use of Parking Facilities After-Hours

Groups who wish to use State-owned parking facilities after hours must submit an application for their intended use at least three days prior to the event. The Application to Use Public Buildings and/or Grounds Request Form is listed in two formats: .pdf and .doc. The form must be completed and submitted as directed. Written approval of the request from the Department of Administration is required before the requestor may proceed with their event.

- Adobe Acrobat (pdf)
- Microsoft Word (doc)

Special Requirements: Use of Tents, Canopies and other Membrane Structures in Parking Lots

If the requestor wishes to use a tent or similar structural device in a parking lot, the following requirements must be met.

The North Carolina Fire Prevention Code (NCSFC) requires tents, canopies and other membrane structures to be evaluated for fire and life safety and a permit issued prior to the event. For all State-owned property, including parking facilities, the State Construction Office (SCO) is responsible for the evaluation and granting of a permit. Upon obtaining satisfactory evidence that the proposed structure will be in accordance with minimum Code requirements, SCO will issue a permit for the use of the tent in the form of a signed approval letter/E-mail. Applicants must submit completed application with required attachments to SCO at least 30 days prior to the event. The drawings reference on the Permit Application do not have to be an engineered drawing. They may be a sketch with dimensions or map with dimensions. SCO's approval merely acknowledges Code compliance and does not constitute an agreement for use of the space. An agreement to use the space will require completion of an Application to Use Public Buildings and/or Grounds Request Form shown below and obtaining written approval from the Department of Administration.

For more information on the specific requirements on using a tent or canopy, please review the following documents:

- North Carolina Fire Prevention Code Requirements for Tents, Canopies, and Membrane Structures (pdf).
- Tent/Canopy/Membrane Permit (pdf format only)

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