

**NCTPA
POLICIES, PRACTICES, AND PROCEDURES MANUAL**

CHAPTER 4 OFFICE MANAGEMENT

TABLE OF CONTENTS

CHAPTER 1 Office Issues.....	3
Section 1.1. Purpose	3
Section 1.2. Policy Statement	3
Section 1.3. Facility/Office Keys	3
1.3.1 Office	3
1.3.2 Desks and Office Furniture	3
Section 1.4. Office Hours	3
Section 1.5. Office and Building Issues	3
1.5.1 Maintenance.....	3
1.5.3 Janitorial Service	3
1.5.4 Solicitors	3
Section 1.6. Kitchen Maintenance.....	4
Section 1.7. Recycling/Waste – Green Business Practices	4
1.7.1 Paper.....	4
1.7.2 Cardboard.....	4
1.7.3 E-Waste	4
1.7.4 Printer/Toner Cartridges.....	4
1.7.5 Batteries.....	4
1.7.6 Compostable Waste.....	4
Section 1.8. Conference Room Use.....	4
1.8.1 Conference Room Reservations.....	5
1.8.2 Conference Room Cancellations.....	5
CHAPTER 2 GENERAL OFFICE PROCEDURES	6
Section 2.1. Telephone Coverage.....	6
Section 2.2. U.S. Mail	6
2.2.1 Incoming U.S. Mail, Courier Deliveries, and Intra-Office Mail.....	6
2.2.2 Outgoing US Mail	7
Section 2.3. Office Equipment.....	7
2.3.1 Pitney Bowes Mailing Machine/Postage Meter/Integrated Scale	7
2.3.1.1 Resetting Postage Meter	7
2.3.2 Laptop Computers.....	7
Section 2.4. Personal Computers.....	7
2.4.1 Internet Use.....	7
2.4.2 Back-up Process	8
Section 2.5. Printers	8
Section 2.6. Office Forms and Templates.....	8

Section 2.7. Fare Media Management.....	8
2.7.1 Bus Passes and Taxi Scrip.....	8
CHAPTER 3 OFFICE RECORDS AND FILE MAINTENANCE	9
Section 3.1. Agency Mailing List Database.....	9
3.1.1 Database Additions.....	9
3.1.2 Database Changes	9
Section 3.2. Agency Master Files	9
3.2.2 Chronological (Chron) Files.....	9
Section 3.3. Shared Electronic files – General Structure	9
Section 3.4. Archive Storage Procedure	10
3.4.1 Frequency.....	10
3.4.2 Record Retention Policy.....	10
Section 3.5. Library	10
Section 3.6. Public Records Request	10
CHAPTER 4 OFFICE SUPPLIES	11
Section 4.1. General Office Supplies	11
4.1.1 Placing Orders	11
4.1.2 Receipt of Orders	11
4.1.3 Discrepancies	11
CHAPTER 5 ELECTRONIC SYSTEMS COMMUNICATIONS AND THE INTERNET .	12
Section 5.1. Prohibited Uses of the Internet include:	13
Section 5.2. Violations of this Procedure.....	14
Section 5.3. Outlook E-mail	14
5.3.1 Away Message	14
5.3.2 Calendar	15

CHAPTER 1 OFFICE ISSUES

Section 1.1. Purpose

The purpose of this policy and the following procedures is to provide uniform guidelines for the Agency's Office Management.

Section 1.2. Policy Statement

The Agency shall establish and maintain an Office Management Guide to assist employees in performing administrative functions of the Agency in accordance with this policy's uniform guidelines.

Section 1.3. Facility/Office Keys

1.3.1 Office

Each staff member is issued an office key and/or access card for unlocking the front and back entrances to the office. Each staff member is responsible for the safekeeping of his/her office keys. An Access Card and Key Request Form must be completed, signed and returned to Human Resources prior to issuance. All access cards/keys issued to staff members will be turned in immediately to Human Resources upon resignation and/or termination for de-activation.

1.3.2 Desks and Office Furniture

Staff members may have keys to their own desks and/or office furniture. Each staff member is responsible for the safekeeping of his/her desk or office furniture, and locking these items is at the discretion of the staff member. Human Resources is responsible for locking and unlocking the master files cabinet containing the confidential personnel files. However, any and all materials held within such desks and office furniture are the property of NCTPA.

Section 1.4. Office Hours

The Agency's main office is open to the public between the hours of 8:00 a.m – 12:00 p.m. and 1:00 p.m. - 4:30 p.m.

Section 1.5. Office and Building Issues

1.5.1 Maintenance

All building maintenance issues should be communicated to the Administrative Technician (Office Coordinator), who serves as a liaison for communicating related issues to the appropriate sub-contractor.

1.5.3 Janitorial Service

Any concerns regarding janitorial service should be communicated to the Administrative Technician (Office Coordinator), who serves as a liaison for communicating related issues to the janitorial service provider.

1.5.4 Solicitors

The building does not allow solicitors. Agency staff should not allow solicitors to give their business presentations or display their wares, catalogs, etc. Any

solicitors should be reported immediately to Administrative Technician (Office Coordinator) or Human Resources.

Section 1.6. Kitchen Maintenance

All staff members are expected to clean up after themselves to ensure a sanitary and pleasant environment for staff to enjoy. This includes showing other common courtesies after using the kitchen facilities.

Section 1.7. Recycling/Waste – Green Business Practices

1.7.1 Paper

Paper recycling receptacles are places at each work station, copy machine location, conference room, and kitchen.

1.7.2 Cardboard

Boxes and other cardboard items should be broken down and placed in the marked recycling container located outside near the side entrance to the building.

1.7.3 E-Waste

It is against the law to dispose of E-waste along with regular trash. E-Waste includes batteries, computer parts and components, and other electronic waste. Old/used office batteries may be deposited directly into the E-waste (battery) receptacle which is located next to the copy machine. The Administrative Technician (Office Coordinator) coordinates the collection (and disposal) of E-waste items.

1.7.4 Printer/Toner Cartridges

Used printer/toner cartridges are donated to a charity. Desktop printer cartridges will be collected by the Administrative Technician (Office Coordinator) or may be placed in the designated container located at the main copy machine/mail center. Copy machine toner cartridges, fuse drums, toner waste cartridges, etc. will be collected by the Administrative Technician (Office Coordinator) and returned to the manufacture/contractor for recycling at no cost to the Agency.

1.7.5 Batteries

Used batteries may be placed in the appropriately marked “Batteries for Recycling” container located by the main copy/mail center. The Administrative Technician (Office Coordinator) will coordinate disposal.

1.7.6 Compostable Waste

All compostable waste will be placed in the appropriately marked “Compostable Items Only” receptacle located in the kitchen. This will include food scraps and bio-degradable plates, utensils and paper towels. The Environmental Analyst/Coordinator coordinates disposal of compostable waste.

Section 1.8. Conference Room Use

Administrative Technician (Office Coordinator) and Human Resources are responsible for logging (in advance) all regularly scheduled and special meetings

on the Conference Room calendar in the Outlook NCTPA Department calendar (Standing reservations for outside agency use of the Agency's Conference Room are also reflected on the Outlook NCTPA Conference Room Calendar). NCTPA meetings have priority over any other meeting requests.

When the Conference Room is scheduled to be used after normal business hours by an outside agency, the Administrative Technician (Office Coordinator) or designee will ensure facility closure procedures are met and the only the restrooms and conference room is accessible to the user. To ensure proper security the Agency may bill outside agency security guard services. Access cards and keys will only be issued to the security guards.

Staff should notify the Administrative Technician (Office Coordinator) of a canceled meeting so that the Conference Room calendar may be promptly updated.

Maximum occupancy of the conference room is 96 people.

1.8.1 Conference Room Reservations

When taking a reservation for the Conference Room, the Administrative Technician (Office Coordinator) should determine and record the following in the Outlook NCTPA Conference Room Calendar:

- Name of group
- Purpose of meeting
- Start and End time of the meeting
- Number of attendees
- Contact person's name, agency, e-mail address, and phone number

A sign will be posted at the conference room entrance to identify the meeting organization and time of meeting to be held/is being conducted in the room.

1.8.2 Conference Room Cancellations

Any cancellations should be noted in the Conference Room calendar immediately, with the canceling party's name and date.

CHAPTER 2 GENERAL OFFICE PROCEDURES

Section 2.1. Telephone Coverage

In general, calls to the Agency's general telephone line are to be answered by Administrative Technician (Office Coordinator) between the hours of 8:00 a.m. and 4:30 p.m. If the Administrative Technician is not available to answer incoming calls then an alternative staff member will be designated and calls will be temporarily transferred.

Lunch Hours: The office is closed for lunch between the hours of 12:00 p.m.-1:00 p.m.

Section 2.2. U.S. Mail

2.2.1 Incoming U.S. Mail, Courier Deliveries, and Intra-Office Mail

The following general rules apply for sorting and distributing the mail:

The Administrative Technician (Office Coordinator) is responsible for date stamping, sorting, and distributing the daily U.S. Mail and inter-office mail to NCTPA staffs mailboxes. It is the responsibility of staff to retrieve mail from their mailbox on a daily basis. The daily U.S. Mail is delivered to the NCTPA mailbox (located outside next to the Building entrance from the parking lot) and is to be distributed the same day as it is received. In general, all incoming mail is date-stamped with the date of receipt, initialed by individual.

The Administrative Technician (Office Coordinator) is also responsible for delivering/retrieving intra-office mail to/from the mail room at County of Napa 1195 Third Street Napa Ca (located in basement directly across from the elevator) no less than three (3) times per week.

Personal and/or Confidential Items: Personal and/or Confidential items are not opened, and the envelope only is date stamped.

Legal Documents: Legal documents are not to be marked with a date stamp. Date stamp of receipt, with recipient's initials and time, should be placed on the envelope and a post-it note, which is the affixed to the first page/cover of the document.

RFP Responses: Note that RFP responses are time sensitive. Items are date stamped, initialed, and the time of receipt is noted.

Checks: All checks received are date stamped and forwarded to the Senior Financial/Policy Analyst for processing.

Contracts and Change Orders/Amendments: All contracts, change orders, and amendments are distributed to the Senior Administrative Technician (Procurement and Contract Compliance).

Invoices: All invoices received are date stamped and forwarded to Senior Administrative Technician (Procurement and Contract Compliance) for review and further processing thereof.

Liens: All liens are distributed to the Manager of Finance.

Incoming Mail for Agency Consultants: Items addressed to various staff members and other NCTPA Consultants is distributed to the Administrative Technician (Office Coordinator) for review and handling.

2.2.2 Outgoing US Mail

Outgoing U.S. Mail is posted and deposited by various NCTPA staff throughout the day in the outgoing mail bin adjacent to staff mail boxes. The Administrative Technician (Office Coordinator) or designee is responsible for delivering the outgoing U.S. Mail to the Post Office between 4:30 and 4:45pm each day.

Section 2.3. Office Equipment

NCTPA office equipment is for the use of all staff and Agency consultants. There are maintenance agreements on several pieces of office equipment. Problems or requests for service should be communicated to the Administrative Technician (Office Coordinator) who is responsible for coordinating service.

2.3.1 Pitney Bowes Mailing Machine/Postage Meter/Integrated Scale

2.3.1.1 Resetting Postage Meter

The Pitney-Bowes mailing machine/postage meter is used for putting postage on all outgoing mail. The remaining balance should be checked periodically to ensure that postage does not run out. Postage is added in increments of \$400.00, and it is important that the Accounting Technician (Office Coordinator) be notified whenever postage is added. The Administrative Technician (Office Coordinator) is responsible for performing these duties. In the absence of the Administrative Technician (Office Coordinator), Human Resources will perform these duties.

2.3.2 Laptop Computers

The Agency Laptop Computers for official use for travel and presentations. See the Administrative Technician (Office Coordinator) or Human Resources for sign-out procedures.

Section 2.4. Personal Computers

All NCTPA staff are issued desk top computers and are subject to the County of Napa's IT policies.

All electronic files are the property of the Agency. NCTPA staff must acknowledge and comply with the Agency's Electronic Communication and Internet Use as outline in Chapter 5, and the County of Napa's Internet Use Policy.

2.4.1 Internet Use

As a security measure, NCTPA staff is asked to log-off of the internet (including research or other internet use consistent with the Agency's Electronic Communication and Internet Use Policy) before leaving for their lunch break or extended absence from their workstation.

2.4.2 Back-up Process

All computers are backed-up by the County of Napa Information Technology Services (ITS) Department, to the back-up server. It is recommended that staff close all programs at the end of each work day, so that all files may be included in this process. For security measures and energy conservation, all staff shall “shut down” their computer at the end of each workday.

Section 2.5. Printers

There are a number of different printers used by Agency staff, located in offices and at various workstations. Inventory of replacement toner cartridges for all Agency printers is maintained by the Administrative Technician (Office Coordinator) (with the office supplies inventory). Printer maintenance/repair is the responsibility of NCTPA and can be facilitated by the Administrative Technician (Office Coordinator).

Section 2.6. Office Forms and Templates

The Agency's letterhead, memo template, and other commonly used forms are updated as necessary by the Administrative Technician (Office Coordinator) (to reflect current Board members, etc.).

Section 2.7. Fare Media Management

2.7.1 Bus Passes and Taxi Scrip

Procedures for Bus Passes and Taxi Scrip sales may be found in the following location:

<H:\NCTPA\1800 Policies Practices and Procedures Manual\Bus Pass Taxi Scrip sales-exchanges procedures.docx>

CHAPTER 3 OFFICE RECORDS AND FILE MAINTENANCE

Section 3.1. Agency Mailing List Database

General Overview The main NCTPA address/ mailing list is maintained by the Administrative Technician (Office Coordinator).

3.1.1 Database Additions

The NCTPA Mailing list resides in a Microsoft Access database. This database is customized to enable staff to print pre-defined reports, obtain custom mailing lists and export data to a common word processing format. Changes and additions are the responsibility of one person, a database administrator. Database administration and maintenance is currently assigned to the Administrative Technician (Office Coordinator).

3.1.2 Database Changes

Changes/additions Any changes or additions to the database are to be emailed to the Administrative Technician (Office Coordinator)

Administrative staff should proactively maintain the mailing list by researching all returned e-mails and returned US Mail. Administrative staff should utilize the notes section when making updates, and be sure to note the date of the update.

Section 3.2. Agency Master Files

The Agency maintains a master set of physical files which are located both in the main office and first floor storage room.

3.2.2 Chronological (Chron) Files

Separate Chron Correspondence file folders are the responsibility of and maintained by the Administrative Technician (Office Coordinator).

Chron Board Meeting Packets are maintained by Human Resources and are located in binders for the current and prior calendar years, for convenient hard-copy reference. The Human Resources is responsible for annually purging the oldest year's Board Agenda Meeting packets and preparing the binders for the new calendar year.

Chron Committee Meeting Packets are maintained by the Administrative Technician (Office Coordinator) and are located in binders for the current and prior calendar years, for convenient hard-copy reference. The Administrative Technician (Office Coordinator) is responsible for annually purging the oldest year's Committee Agenda Meeting packets and preparing the binders for the new calendar year.

Section 3.3. Shared Electronic files – General Structure

H:\NCTPA contains the Agency's shared electronic files, which is a collection of general material, historical documents and Agency forms accessible to all NCTPA staff members.

Section 3.4. Archive Storage Procedure

General Overview Due to limited space in the Main Files, from time-to-time it is necessary to archive a portion of the files. Archived files are stored in the first floor storage room. A retention schedule is applied to determine whether archived files are to be kept indefinitely, or destroyed after a pre-determined time period.

3.4.1 Frequency

It is recommended that Administrative Technician (Office Coordinator) conduct a thorough archiving of the main file system annually, or more frequently if necessary to make space in the on-site main file system. Files can be archived at any time, using the procedure specified below.

3.4.2 Record Retention Policy

See the Records Retention Policy for guidelines.

Section 3.5. Library

The Agency's Library collection contains a wide variety of Transportation, Planning, Growth Management, and other reference material. The Administrative Technician (Office Coordinator) is responsible for maintaining the index of material stored in the Library.

Section 3.6. Public Records Request

In accordance with the California Public Records Act, the Agency will make available agendas, minutes, supporting documentation, public correspondence, reports and other such items upon public request. However, NCTPA will not disclose records that it regards as exempt under the Public Records Act, including, but not limited to, privileged documents.

The Agency may, at its discretion, charge for the reproduction cost for the requested documents at a rate of .50 per page for the first (5) pages and .10 per page thereafter for copies made. There is no charge for electronic copies

The Executive Director should be notified immediately of any requests for Agency records, and will provide direction to staff on accommodating the request.

CHAPTER 4 OFFICE SUPPLIES

Section 4.1. General Office Supplies

The Administrative Technician (Office Coordinator) is responsible for maintaining a reasonable inventory of regularly stocked office supplies. As projects and special needs arise, individual requests may be communicated to him/her.

4.1.1 Placing Orders

In general, all office supply orders placed shall be in accordance with the guidelines set in Procurement Policies and Procedures.

4.1.2 Receipt of Orders

The Administrative Technician (Office Coordinator) will receive all orders designated for NCTPA. Shipment will be opened, inspected, verified and accounted for upon receipt. Packing slips will be date stamped with date of receipt, if date stamp is not available hand written date is acceptable, and initialed by the receiving agent. Receiving documents will be maintained on hand with the Administrative Technician (Office Coordinator) until receipt of invoice for supplies ordered. Once invoice has been received and verified, the receiving document and invoice is forwarded to Accounting Technician for payment. Shipment can be temporarily placed in an obscure manner near the designated supply cabinet prior to placing items in the supply cabinet and/or with requestor.

4.1.3 Discrepancies

The Administrative Technician (Office Coordinator) is responsible for contacting and/or notifying the vendor, in writing or by phone, of any discrepancies (including damages) to the order received. Discrepancies and/or damages will be annotated on the receiving report, including any agreed backorder, return or credit agreements with vendor, which will be marked on the receiving documents or in memo format and forwarded to Accounting Technician. Return items will be sent via standard USPS mail and/or placed near the supply cabinet for pick-up by vendor.

CHAPTER 5 ELECTRONIC SYSTEMS COMMUNICATIONS AND THE INTERNET

Information on the Electronic Communication System is not private. The Electronic Communication System and all subject Electronic Communications are the property of the Agency. The Agency has the right, but not a duty, to inspect or audit any and all subject Electronic Communications, at any time, for any lawful purpose, without notice to any employee. Accordingly, no employee shall have any expectation of privacy regarding the content of any such Electronic Communication.

The Electronic Communication System shall be used in a professional manner. In the use of the Electronic Communication System, employees shall comply with all relevant Agency policies and process, including, but not limited to the Respect in the Workplace policy and procedure. Employees shall prepare Electronic Communications in a lawful, ethical, professional and businesslike manner. The use of the Electronic Communication System is a privilege which may be revoked by the Agency at any time.

Employees shall protect the security of the Electronic Communications System. Employees shall make all reasonable and necessary efforts to protect the confidentiality of information which is placed in their control or care, minimize the likelihood of inadvertent transmission of confidential information to unintended recipients, prevent unauthorized intruders from access to the Electronic Communications System, and prevent the introduction or spread of computer viruses.

The Shared E-mail System shall be used for transmission. The shared e-mail system is provided by the Agency to employees as a convenient and efficient method of rapidly communicating transitory information in an electronic format. The shared e-mail system is specifically intended and designed to be a tool for transmission of information. If any information on the shared e-mail system is required to be retained in the performance of an employee's duties, the information may be transferred from that e-mail system to an appropriate records storage medium.

Employees shall determine whether or not there is information on the shared e-mail which is required to be retained in a separate system for the discharge of the employee's official duties for the Agency. This determination shall be made using the same criteria which is applied to information sent or received by the employee using any other means of communication. Categories of information which are typically retained by the Agency include: (1) required by law to be retained; (2) documentation of notice to a member of the public of an action or position taken, or an action or position to be taken, on behalf of the Agency; (3) documentation of an Agency policy, regulation or official decision made on behalf of the Agency; or (4) documentation of the transaction of business between the Agency and another party. Employees with any questions regarding retention of information should consult with Human Resources.

There shall be no implication of privacy with respect to e-mail messages. The content of distributed e-mail and maintenance of user's e-mail box is the user's

responsibility. E-mail messages may be subject to public disclosure under the Public Records Act or litigation. The Agency reserves the right to monitor the e-mail system for any reason. Deletion of a message or file may not fully eliminate the message from the system. E-mail received via an Agency-provided Internet access shall be for Agency related business, with the exception of occasional and limited personal use as described below.

Minimize the use of e-mail for confidential communications. Employees shall minimize the use of e-mail and maximize the use of alternative communication media for the communication of confidential communications. All confidential information which is contained in an Electronic Communication shall be clearly marked Confidential, including in the subject line.

Employees shall acknowledge that he/she has read and agrees to the County of Napa's policy and procedure on Electronic Communications and use of the Internet, consents to have his/her transmissions through the Agency's Internet gateway monitored by Agency staff or authorized information systems contractor and he/she waives all state and federal legal privacy regulations as a condition of access to the Agency's Internet gateway. The Agency reserves the right to block access to any Internet site which is determined to be non-applicable to Agency related business.

Copyright laws regarding protected commercial software or intellectual property shall be honored.

Section 5.1. Prohibited Uses of the Internet include:

Any unlawful purposes, including unauthorized use of a protected/secured resource of the Agency;

The transmission of unprofessional communications not associated with normal work responsibilities or use of Agency resources for unsolicited advertising for personal gain;

Posting messages on bulletin boards, or participating in chat rooms, except for Agency related business;

Downloading of software programs except by authorized Agency staff or information systems contractor;

Browsing of the Internet other than for Agency business in excess of occasional and limited personal use;

Any illegal activity, threats, slander/libel, defamation, obscene, suggestive or offensive graphic images or messages, political endorsements, or commercial activities;

Use of software not required for Agency business, including games or other entertainment software.

E-mail is a Public Record if it contains information relating to the conduct of the public's business and is prepared, owned, used or retained by the Agency. Since the primary purpose of the e-mail system is to assist employees in the conduct of

Agency business, all such e-mails are Public Records as long as they are retained by the Agency. Therefore, although the Agency is authorized to delete "preliminary draft" e-mails, until an e-mail is actually deleted, the e-mail is a Public Record if it contains information relating to the public's business.

A Public Record is exempt from disclosure under the Public Records Act if: (1) the writing is a preliminary draft, note, or memoranda, and (2) it is not retained by the Agency in the ordinary course of business, and (3) the public interest in withholding the record clearly outweighs the public interest in disclosure. If an employee receives a Public Records Act request to inspect an e-mail before an e-mail is deleted, the employee shall seek guidance from the Manager of Human Resources and Administration.

Occasional and limited personal use of the Electronic Communications System is allowed within certain parameters. Such occasional and limited personal use shall be allowed when such use does not: (1) interfere with the employee's work performance, (2) interfere with the work performance of any other user, (3) have undue impact on the operation of the Electronic Communications System, or (4) violate any provision of this procedure or any other Agency policy, or legal requirement. Any such personal use is subject to inspection or audit by the Agency at any time, for any lawful purpose, without notice to the employee. Personal use of the Electronic Communications Systems is a privilege which may be revoked by the Agency at any time.

General use of the e-mail system shall be conducted within the following parameters:

While users are allowed distribution lists for specific purposes, no "All User" (mass distribution) e-mails shall be sent without the permission of the Executive Director;

No employee shall attempt to disguise the origin of any e-mail;

No employee shall access another employee's e-mail unless authorized by the other employee, the Executive Director, or Human Resources.

Any employee who discovers potential criminal activity involving the use of any Electronic Communication shall immediately report the activity to the employee's manager or to Human Resources.

Section 5.2. Violations of this Procedure

Violation of Agency policy or this procedure is subject to discipline up to and including termination.

Section 5.3. Outlook E-mail

5.3.1 Away Message

For extended absences, NCTPA staff may set up an automatic reply to incoming e-mails through the Outlook system.

5.3.2 Calendar

Employees are to allow all staff permission to view their Outlook calendar. Private appoints may be marked as private so that others cannot see the details of the appointment.