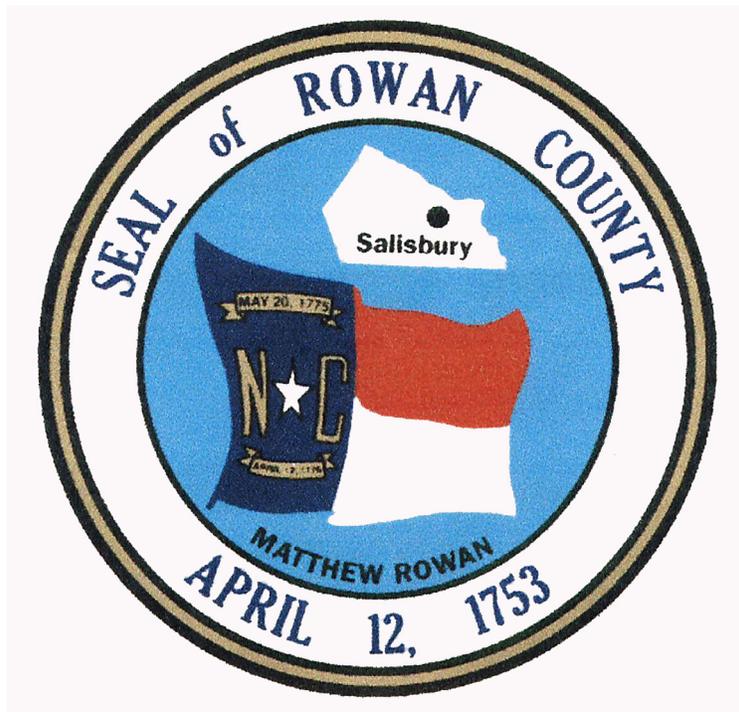


SPACE NEEDS STUDY

Provided for

Rowan County

March 2015



Prepared by

adwarchitects
environmentsforlife

architecture

planning

interiors

101 West Worthington Avenue
Suite 270
Charlotte, NC 28203
ADW Project Number 14032



COVER SHEET

TABLE OF CONTENTS

1.0 EXECUTIVE SUMMARY	6
2.0 OBSERVATION SUMMARY	
FACILITIES MANAGEMENT	10
PARKS AND RECREATION	10
HEALTH DEPARTMENT	10
PLANNING AND DEVELOPMENT	11
TAX ADMINISTRATION	11
BUILDING CODE ENFORCEMENT	11
REGISTER OF DEEDS	12
DEPARTMENT OF SOCIAL SERVICES	12
HUMAN RESOURCES	13
FINANCE	13
BOARD OF ELECTIONS	14
INFORMATION SYSTEMS/COMPUTER RESOURCES	14
SHERIFF'S OFFICE – MAIN	14
SHERIFF'S OFFICE – LANDIS SATELLITE OFFICE	14
SHERIFF'S OFFICE – DETENTION CENTER	14
SHERIFF'S OFFICE – JAIL ANNEX	15
ANIMAL CONTROL	15
COOPERATIVE EXTENSION	15
ROWAN TRANSIT SYSTEM	15
EMERGENCY SERVICES	16
911 TELECOMMUNICATIONS	16
NC DEPARTMENT OF PUBLIC SAFETY (PROBATION)	16
MAGISTRATE	17
GUARDIAN AD LITEM	17
DISTRICT ATTORNEY	17
SENIOR RESIDENT SUPERIOR COURT JUDGE	18
ROWAN COUNTY LIBRARY	18
3.0 SPACE NEEDS ASSESSMENT	
FACILITIES MANAGEMENT	22
PARKS AND RECREATION	23
HEALTH DEPARTMENT	24
ENVIRONMENTAL HEALTH	27
PLANNING AND DEVELOPMENT	28
TAX ADMINISTRATION	29
BUILDING CODE ENFORCEMENT	31
REGISTER OF DEEDS	32
DEPARTMENT OF SOCIAL SERVICES	33
HUMAN RESOURCES	36
FINANCE	37
BOARD OF ELECTIONS	39

INFORMATION SYSTEMS/COMPUTER RESOURCES	40
SHERIFF'S OFFICE – MAIN	41
SHERIFF'S OFFICE – LANDIS SATELLITE OFFICE	43
ANIMAL CONTROL	44
COOPERATIVE EXTENSION	45
ROWAN TRANSIT SYSTEM	46
VETERAN SERVICES	47
EMERGENCY SERVICES	48
911 TELECOMMUNICATIONS	50
NC DEPARTMENT OF PUBLIC SAFETY (PROBATION)	51
CLERK OF SUPERIOR COURT	52
MAGISTRATE	54
GUARDIAN AD LITEM	55
DISTRICT ATTORNEY	56
SENIOR RESIDENT SUPERIOR COURT JUDGE	57
ROWAN COUNTY LIBRARY	58
4.0 PROGRAMMING WORKSHEETS	
FACILITIES MANAGEMENT	60
PARKS AND RECREATION	64
HEALTH DEPARTMENT	68
PLANNING AND DEVELOPMENT	89
TAX ADMINISTRATION	92
BUILDING CODE ENFORCEMENT	95
REGISTER OF DEEDS	98
DEPARTMENT OF SOCIAL SERVICES	103
HUMAN RESOURCES	118
FINANCE	122
BOARD OF ELECTIONS	128
INFORMATION SYSTEMS/COMPUTER RESOURCES	134
SHERIFF'S OFFICE	138
SHERIFF'S OFFICE – DETENTION CENTER & JAIL ANNEX	145
ANIMAL CONTROL	148
COOPERATIVE EXTENSION	152
ROWAN TRANSIT SYSTEM	157
EMERGENCY SERVICES	162
911 TELECOMMUNICATIONS	208
NC DEPARTMENT OF PUBLIC SAFETY (PROBATION)	212
CLERK OF SUPERIOR COURT	217
MAGISTRATE	220
GUARDIAN AD LITEM	225
DISTRICT ATTORNEY	232
SENIOR RESIDENT SUPERIOR COURT JUDGE	237
ROWAN COUNTY LIBRARY	242
VETERAN SERVICES	263
5.0 REFERENCE MATERIALS	
ROOM AREA DIAGRAMS	268

1.0_EXECUTIVE SUMMARY



adwarchitects
environmentsforlife

architecture

planning

interiors

Task and Process

Rowan County commissioned ADW Architects to provide a study to accomplish the following tasks: 1. Assess current and future (short-term and long-term) space needs for each of the County’s Departments. 2. Develop master plan options to review with the County to determine the best use of existing facilities while meeting the Departments’ stated space needs.

Meetings and tours were performed by ADW Architects. Meetings with each of the departments’ directors introduced the collaborative assessment process. The meetings also gave valuable insight and understanding into each department’s purpose and needs. Tours of the facilities provided an assessment of each facility’s physical characteristics and potential options. A continual theme of the assessment process was to go beyond “making do with what you have”. Although not a true wish list from the Departments, programming worksheets completed by each director were meant to offer responses not limited by existing parameters.

The information in this report is intended to assist Rowan County with making informed decisions on how to address both current and future needs of the various County Departments.

Conclusion

All of the Departments have been very cooperative with their tasks and reasonable with their responses, each with positives and challenges. Many Departments have expressed significant space needs. Please refer to the following observations, assessments, and programming worksheets for more in-depth analysis of the study.



- | | |
|--|---|
| 1. 425 Airport Road | Facilities Management
Parks and Recreation |
| 2. 1811 East Innes Street
1813 East Innes Street | Health Department
Department of Social Services |
| 3. 130 West Innes Street | Human Resources
Finance
Board of Elections
Information Systems/Computer Resources
Rowan Public Library |
| 201 W. Fisher Street | |
| 4. 402 North Main Street | Planning and Development
Tax Administration
Building Code Enforcement
Register of Deeds
Environmental Health
Sheriff's Office
Senior Resident Superior Court Judge
Chief District Court Judge
District Attorney |
| 232 North Main Street | |
| 210 North Main Street | Clerk of Superior Court
Guardian ad Litem |
| 118 West Liberty Street | Magistrate |
| 5. 1465 Julian Road | Animal Control |
| 6. 1090 Corporate Center Drive
2726 Old Concord Road
2727 Old Concord Road | 911 Telecommunications
Rowan Transit System
Cooperative Extension
Emergency Services
Veteran Services |

2.0



2.0_OBSERVATION SUMMARY



adwarchitects
environmentsforlife

architecture

planning

interiors

FACILITIES MANAGEMENT

Positives

- Current facility is centrally located in the county.
- Department serves as Pandemic Distribution Center for the county, so adjacency to airport is beneficial.
- There is adequate storage for the department and storage for other departments, primarily the Sheriff's Office, DSS, Health, and Emergency Services.
- Outdoor storage is secure.
- Office spaces for staff are sufficient.

Challenges

- Growth of Rowan County Airport.
- Additional staff will be needed in HVAC, plumbing, and electrical positions.
- Storage for future vehicles and equipment will be needed.

PARKS AND RECREATION

Positives

- Parks are located in most areas of the county.
- Structures are well maintained.

Challenges

- A park is needed in the southern part of county.
- Additional staff will be needed at the park noted above.
- A larger concession stand, campground store, and teaching auditorium is needed at Dan Nicholas Park.
- Private offices are needed at Dan Nicholas Park and Ellis Park.

HEALTH DEPARTMENT

Positives

- Current location is satisfactory for customer access and adjacency to the Department of Social Services.
- Exam rooms and negative pressure rooms are of adequate number and use.
- Lab is very sufficient and meets current needs.
- Director's administration area is adequate.
- Physical facility is in good condition.

Challenges

- There is no room for growth (staffing, storage, offices, conferencing and educational spaces).
- There is not a sufficient number of parking spaces for clients.

- The parking lot has site drainage issues.
- Director also heads Environment Health, but this division is located at a separate facility.
- Security and way finding is insufficient.
- The WIC area is insufficient for current needs and future growth.
- The community room is not large enough.
- Appointment desks are not private enough for clients.
- Workstations in rear administration area are significantly insufficient (small and crowded).
- Medical records are currently stored at multiple locations. Centrally located storage is needed (on site or easily accessed off-site).

PLANNING AND DEVELOPMENT

Positives

- The proximity of Building Inspections and Environmental Health in the same building is beneficial to customers in the permitting process.
- Office spaces are flexible to house different staff members.
- Storage space is adequate.

Challenges

- The building's lobbies are underutilized spaces.
- The elevator, used to access the department on the second floor of the building, is small.
- The current conference room is shared by multiple departments in the building. There is a need for additional conferencing spaces.

TAX ADMINISTRATION

Positives

- The proximity of Register of Deeds, Building Inspections, and Planning and Development in the same building is beneficial to customers with real and personal property.

Challenges

- There is a need for additional public access, including waiting areas and counter space. This is needed in both the collections division on the first floor and the assessment division on the second floor.
- Security between public and staff is very insufficient.
- There is an insufficient amount of private offices, meeting rooms, work areas, and storage areas.
- There is no room for growth of staff and needed spaces.

BUILDING CODE ENFORCEMENT

Positives

- The current location is ideal for the general public and contractors.

- The proximity of Planning and Development and Tax Administration in same building is beneficial.

Challenges

- The department is understaffed in both field and office employees (additional space would be needed).
- Creating new ways to schedule inspections needs to be considered.
- Implementation of digital plan storage needs to be considered.

REGISTER OF DEEDS

Positives

- The proximity to the legal community and to Tax Administration is beneficial.

Challenges

- The vaults, which by special climate control are cool and dry, makes much of the staff uncomfortable.
- More attention is needed with acoustical, lighting, and power considerations.
- Wayfinding in the building is insufficient.
- This department would not prefer to share break rooms with other departments.
- There is an insufficient number of men's restrooms.

DEPARTMENT OF SOCIAL SERVICES

Positives

- Fully partitioned offices with doors for privacy are beneficial and preferred.
- Government record storage is sufficient.
- Customer assistance stations are more than adequate and could be consolidated.
- Break rooms are more than adequate and could be consolidated.
- Mail distribution center and mailbox locations adjacent to offices are good.
- Lobby is more than sufficient for current services and could be consolidated.

Challenges

- There is no room for growth (it was noted all services will increase).
- There is not a sufficient number of parking spaces for clients and staff.
- The parking lot has site drainage issues.
- Separate waiting areas are needed for Economic Services and Child Services.
- The large conference room does not have adequate sound isolation with its current movable partition system and cannot accommodate very large groups.
- Table and chair storage and the kitchen serving the conference room are not sufficient.
- A conference room for up to 300 people is needed; with a proper sound attenuated, movable partition system allowing for the flexibility of dividing the room for smaller groups.
- Multiple storage areas with movable file storage systems are obsolete.

- A digital storage service is needed. It was noted that it must interface with a state system; however, that system is not fully integrated.
- Child Services storage is insufficient for personal belongings, car seats, infant carriers, etc.
- A larger conference room is needed for Child Services.
- The department is reorganizing the management structure of Children’s Services and Adult Services to create a Social Work Services division.
- Additional spaces are needed such as collaborative/ conferencing/ training areas, separate employee entrance, child play areas (inside and outside), and interview rooms.

HUMAN RESOURCES

Positives

- The proximity to Finance, IT, and County Manager is beneficial.
- The director’s office is sufficient.

Challenges

- The department shares some spaces with Finance. A separate suite is preferred.
- Security is an issue with unlimited access to staff.
- Wayfinding in building is insufficient.
- The department would not prefer the break room to also serve as a work room or to be shared with multiple departments.
- There is no room for growth.
- Staff to county employee ratio is insufficient.
- Storage space is insufficient. File cabinets are scattered throughout other spaces.
- Conference space currently used is limited to smaller groups.
- Training sessions for larger groups has to be done off site.
- There is no visitor parking.

FINANCE

Positives

- The location is convenient for county residents.
- The proximity to the County Manager, County Commissioners, and Human Resources is beneficial.
- The basement level offices are sufficient, although isolated from the rest of the department.

Challenges

- There is limited on-site parking and limited street parking for staff.
- If the basement level offices remain, bathrooms and a break room are needed.
- Basement level storage is nearing capacity.

BOARD OF ELECTIONS

Challenges

- A new facility is needed.

INFORMATION SYSTEMS/ COMPUTER RESOURCES

Positives

- The department is centrally located in relation to many of the county departments served.

Challenges

- A loading dock is needed to receive large amounts of equipment.
- Minimal staff parking.
- Implementation of new technologies.

SHERIFF'S OFFICE - MAIN

Positives

- The location in the Justice Center is convenient with proximity to many related departments.

Challenges

- The department has outgrown its current facility.
- Population, crime, and demand for services will grow. Spaces to accommodate that growth will be needed accordingly.

SHERIFF'S OFFICE – LANDIS SATELLITE OFFICE

Positives

- The location is convenient for county residents.
- The training room is sufficient.

Challenges

- There is limited parking at this location.

SHERIFF'S OFFICE – DETENTION CENTER

Positives

- Location is convenient.

Challenges

- More detention space will be needed.
- Kitchen Storage is insufficient.
- Spaces have been combined to serve multiple functions.

- There is an increased need for various storage types.

SHERIFF'S OFFICE – JAIL ANNEX

Positives

- The facility is two years old and has the area to expand.

Challenges

- The location is a hindrance regarding transportation of inmates and meals.
- The locations also hinders supervision operations.
- The kitchen is not used to prepare meals.

ANIMAL CONTROL

Positives

- The department is conveniently located near Interstate 85.
- The addition of a “cat wing” is in process.

Challenges

- The department has significantly outgrown 20 year old facility.
- Several rooms have been converted to serve other needed functions, sacrificing the originally designed use.

COOPERATIVE EXTENSION

Positives

- The department is conveniently located near Interstate 85.
- The department has very adequate spaces.

Challenges

- Storage space is being used for outdated media.
- Outdoor lighting and security can be improved.

ROWAN TRANSIT SYSTEM

Positives

- The location is convenient in relationship to its major contract agencies.
- The parking area, rented from the school system, is adjacent and of adequate size for fleet and personal vehicles.

Challenges

- The fleet parking area needs additional security measures.
- A large training area for all staff cannot be accommodated in the current facility.

EMERGENCY SERVICES

EMERGENCY MANAGEMENT (EM)

EMERGENCY MEDICAL SERVICES (EMS)

FIRE SERVICES (FS)

Positives

- The facility is centrally located in the county, which is beneficial for access to all areas and response purposes.
- The adjacency of 911 Telecommunications is beneficial.
- The large auditorium serves well as an Emergency Operations Center (EOC).
- The lower level of the building, where the department is located, is constructed to meet the specifications as a federal bomb shelter.

Challenges

- There is no room for growth of any division.
- Storage is significantly insufficient.
- There is no exterior, secure vehicle and equipment storage.
- Security measures are insufficient.
- Although the EOC is served well by the auditorium, it needs to be a dedicated space (currently share by multiple departments).
- The HVAC system brings vehicle exhaust into the building.
- Parking can be problematic particularly when the auditorium is used by other departments or the public.
- Restrooms/ shower facilities are inadequate for staff and public use.
- The garage area is undersized for current vehicles.
- EMS has a need for new stations and expansion/ replacement of existing stations.

911 TELECOMMUNICATIONS

Positives

- Current location is new and adequate.

Challenges

- A backup facility is needed.

NC DEPARTMENT OF PUBLIC SAFETY (PROBATION)

Positives

- Conveniently located in relation to other county departments.

Challenges

- Although in close proximity, staff is housed in 3 separate locations.
- Judicial Services, located in 3rd floor of Justice Center, has no security.
- The Crawford Building location does not have meeting space or room for growth.

- All offices at the Crawford Building location are not secure and some do not meet minimum square footage requirements.
- Immediate space is needed for 7-8 new positions.
- There currently is no meeting room to house entire staff at one time.

MAGISTRATE

Positives

- Current facility is centrally located to the county and adjacent to the Rowan County Sheriff's Office, Detention Center, District Attorney, Clerk of the Court, and Salisbury Police.

Challenges

- Current layout is not conducive to the department's primary functions, i.e. lobby is shut down to perform weddings, break room combined with hallway, spaces serving multiple uses.
- There is not enough segregation of defendants.
- There is not enough privacy for magistrates when talking with public or defendants.
- Transporting defendants is not ideal (currently defendants are walked across the street to Detention Center).

GUARDIAN AD LITEM

Positives

- Close proximity to the Justice Center is essential.

Challenges

- Conference/ training room size limits capacity to small groups. Many functions require much larger space.
- There is limited parking for visitors and volunteers.
- Storage space is insufficient.
- Many spaces are serving multiple functions such as offices also serving as a waiting area or break room. A hallway is serving as a work area and file storage.
- Security for staff is a concern.

DISTRICT ATTORNEY

Positives

- Current location in Justice Center is vital.

Challenges

- Segregation between victims/ witnesses and defendants is insufficient.
- Safeguards for staff are not adequate.
 - Staff must park in areas that are not secure from defendants and their families.
 - Staff walk through public areas in building that may include defendants and their families.
- Office layout limits the ability to meet with multiple individuals.
- All staff are not centrally located. One office is isolated on a separate floor.
- No defined, secure waiting area is currently provided.
- No secure, child friendly room is currently provided.
- The current space cannot accommodate growth (future staff/ storage).
- Technology used in courtrooms is outdated.

SENIOR RESIDENT SUPERIOR COURT JUDGE

Positives

- Current office size is adequate.
- Storage capacity is more than adequate.

Challenges

- The office is difficult to find and is not accessible by the public or other departments who need to collaborate with the judge.
- The office is in a separate building and not in close proximity to the superior courtroom.
- Travel through public areas is a significant safety concern.
- Special needs accessibility does not appear adequate.
- Parking is not secure and does not provide controlled access.
- No space is currently provided to accommodate additional judges.
- The Grand Jury room is not of adequate size.
- Parking for public, jurors, and court system staff is not sufficient or convenient.
- Prisoner transport is not secure from the judges' chambers and jury rooms.

ROWAN PUBLIC LIBRARY

Positives

- Four facilities currently serve most of the county residents.
- The Frank T. Tadlock South Rowan Regional Library is of adequate size for current and future needs.

Challenges

- The Local History and Genealogy Research Library within the Headquarters (Salisbury) location has significantly outgrown its current space.
- Additional security measures are needed at all locations.

- Headquarters
 - Storage space is being used by Board of Elections.
 - There is not an adequate number of parking spaces.
 - Mobile Services, which operates out of the Headquarters facility, has significantly expanded and office space and storage space for this service is severely limited.
- East Branch Library
 - The current facility is at capacity and additional space is needed.
- West Lending
 - A new facility is needed to better serve area residents. The current facility is a small, honor system collection drop-off.



3.0_SPACE NEEDS ASSESSMENT



adwarchitects
environmentsforlife

architecture

planning

interiors

FACILITIES MANAGEMENT

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
<u>Office/ Administration</u>				
Lobby	1	16 x 16	256	
Receptionist/ Admin. Secretary	1	15 x 22	330	
Workroom	1	7 x 11	77	
Office Supply Storage	1	6 x 7	42	
Open Office Area	1	16 x 22	352	
Private Office	1	16 x 18	288	
Private Office	1	12 x 18	216	
Men's/ Women's Restrooms	1	12 x 18	216	
Kitchenette	1	7 x 10	70	
Private Office	1	8 x 15	120	
Equipment Storage	1	8 x 10	80	
Conference	1	23 x 18	414	
Private Office Area	1	23 x 18	414	
Miscellaneous Circulation, Walls, Etc. (40%)			1,150	
Office/ Administration Subtotal			4,025	
<u>Warehouse/ Storage Areas</u>				
Warehouse/ Storage Area 1	1	68 x 142	9,656	
<i>includes -</i> Carpentry Shop				
HVAC/ Plumbing/ Welding Workstations				
EMS Storage				
Warehouse/ Storage Area 2	1	68 x 142	9,656	
<i>includes -</i> DSS Storage				
Health Dept. Storage				
Sheriff Evidence/ Surplus Storage				
Janitorial Supplies				
General Surplus Storage				
Warehouse/ Storage Area 3	1	63 x 167	10,521	
<i>includes -</i> Vehicle Maintenance/ Storage				
Signage Fabrication/ Storage				
Landscaping Workstations				
Landscaping Tools/ Supplies Storage				
Master Keys Fabrication/ Storage				
Restrooms/ Showers				
Kitchen/ Breakroom				
Loading Dock	1	14 x 19	266	
Rear Storage Building	1	28 x 32	896	
Warehouse/ Storage Areas Subtotal			30,995	
<u>Department Subtotals</u>				
Office/ Administration Subtotal			4,025	
Warehouse/ Storage Areas Subtotal			30,995	
Current Total Building Floor Area			35,020	
Additional Building Floor Area - Current - 5 Year Projected Growth			0	
Total Building Floor Area - Current - 5 Year Projected Growth			35,020	
Additional Building Floor Area - 5-10 Year Projected Growth (3%)			1,051	
Total Building Floor Area - 5-10 Year Projected Growth			36,071	
Additional Building Floor Area - 10-15 Year Projected Growth (6%)			2,101	
Total Building Floor Area - 10-15 Year Projected Growth			37,121	

PARKS AND RECREATION

<i>Minimum Base Area (Current)</i>	<i>Area (ac.)</i>	<i>Notes</i>
Current Parks		
Dan Nicholas Park	450	
Ellis Park	13	
Sloan Park	100	
Dunn's Mountain Nature and History Preserve	82	
Eagle Point	100	
Current Parks Total	745	
Requested Parks		
Park in southern part of county	25 / 100	
Requested Parks Total	25 / 100	
Requested Facilities at Current Parks		
DNP - larger concession stand/ office		
DNP - larger campground store		
DNP - larger teaching auditorium		
DNP - private offices (director and secretary)		
DNP - additional restrooms		
Ellis Park - private offices in therapeutic recreation		
Storage - Security and File/Record		

HEALTH DEPARTMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Shared Use Space				
Public Entry Lobby / Vestibule	1	20 x 40	800	
Men / Women Restrooms	1	16 x 25	400	
Conference Room	1	18 x 21	378	Seats 25-30
Break Room (kitchenette, vending, tables/chairs)	1	16 x 24	384	
Toilet	2	5 x 8	80	adjacent to break room
File/ record Storage	1	22 x 24	528	
Workroom/ Mail Room	1	16 x 26	416	
Electrical	1	6 x 28	168	
Computer Room	1	10 x 18	180	
*Community Room	1	25 x 33		sq. ft. included in DSS summary
*Community Room Storage	1	8 x 18		sq. ft. included in DSS summary
Shared Use Space Subtotal			3,334	
Dental				
Sub Lobby Waiting Area	1	16 x 22	352	
Reception/ Front Office	1	8 x 12	96	
Operatory	5	9 x 12	540	(operative, prophyl, ER's)
Restroom	2	5 x 6	60	1 staff + 1 patient
Nitrous Room	1	10 x 12	120	
Central Sterilization	1	7 x 9	63	
Dental Mechanical	1	9 x 10	90	compressor, vacuum
Computer Room/ Storage	1	6 x 9	54	
Chart Room	1	8 x 12	96	
Pano Room	1	10 x 12	120	panoramic radiograph (Panorex)
*Breakroom (see shared use)				
*Conference Rooms (see shared use)				
*Public Restrooms (see shared use)				
Dental Subtotal			1,591	
WIC (Women, Infants & Children)				
Sub Lobby Waiting Area	1	14 x 26	364	
Reception/ Front Office	1	9 x 16	144	
Private Office (WIC Director)	1	10 x 13	130	
Private Office (WIC Office Supervisor)	1	4 x 7	28	
Open Office (Office Assistants and Nutritionists)	1	35 x 35	1,225	includes 9 cubicles (8x10 each)
Workroom/ Record Storage	1	6 x 16	96	
Conference Room	1	14 x 16	224	staff training/ meetings
Filing Cabinet Storage	1	10 x 20	200	current and terminated client files
Storage Room	1	10 x 20	200	voucher receipts, breastpumps
Storage Room	1	4 x 10	40	materials
*Breakroom (see shared use)				
*Public Restrooms (see shared use)				
WIC Subtotal			2,651	
Finance/ Administration				
Reception/ Front Office	1	16 x 24	384	Includes 4 work spaces
Private Office (Public Health Director)	1	14 x 20	280	
Private Office (Finance Officer)	1	10 x 16	160	
Private Office (Office Supervisor)	1	12 x 14	168	
Client Payments Office	1	13 x 26	338	2 work stations
Family Health Services Office	1	9 x 18	162	2 work stations
Appointment Desk/ Registration	1	10 x 20	200	3 work stations
Prenatal/ Immunizations	1	9 x 12	108	2 work stations
Staff Restroom	1	6 x 8	48	
*Breakroom (see shared use)				
*Conference Rooms (see shared use)				
*Public Restrooms (see shared use)				
Finance/ Administration Subtotal			1,848	

HEALTH DEPARTMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Allied Health/ Care Management Program				
Reception/ Secretary	1	9 x 11	99	
Private Office (Allied Health/ Social Work Manager)	1	9 x 11	99	
Open Office Area	1	15 x 26	390	
Library/ Conference Room	1	11 x 12	132	
Care Management – Interview Room	1	6 x 10	60	
Care Management – Work Cubicles	10	5 x 6	300	
<i>*Breakroom (see shared use)</i>				
<i>*Conference Rooms (see shared use)</i>				
<i>*Public Restrooms (see shared use)</i>				
Allied Health/ Care Management Subtotal			1,080	
Personal Health Program				
Exam Room	17	10 x 12	2,040	<i>includes 2 negative pressure rooms</i>
Interview Room	2	10 x 12	240	
Nursing Station	3	10 x 12	360	
Immunization Clinic and Storage	1	20 x 24	480	
Clinic Supply Storage	4	6 x 12	288	
BT Supply Storage	1	5 x 12	60	
Cubicle Area for Staff	1	94 x 12	1,128	
Restroom	7	6 x 6	252	
Pharmacy Main	1	14 x 16	224	
Pharmacy Clinic	1	5 x 6	30	
Laboratory	1	14 x 30	420	
Laboratory Blood Draw Area	1	11 x 14	154	
Laboratory Waiting Area	1	10 x 30	300	
Laboratory Restroom	3	5 x 7	105	
Family Health Services Waiting	1	12 x 51	612	
Account/ Check Out Waiting Area	1	10 x 16	160	
Prenatal/ Immunizations Waiting Area	1	12 x 32	384	
Office Area	1	24 x 30	720	
<i>*Breakroom (see shared use)</i>				
<i>*Conference Rooms (see shared use)</i>				
<i>*Public Restrooms (see shared use)</i>				
Personal Health Subtotal			7,957	
Department Subtotals				
Shared Use Space Subtotal			3,334	
Dental Subtotal			1,591	
WIC Subtotal			2,651	
Finance/Administration Subtotal			1,848	
Allied Health/ Care Management Subtotal			1,080	
Personal Health Program Subtotal			7,957	
Miscellaneous Circulation, Walls, Etc. (30%)			5,538	
Current Total Building Floor Area			23,999	
WIC – Requested Spaces (5-Year)				
Sub Lobby Waiting Area			150	<i>add'l sq. ft. to seat 30</i>
Private Office - WIC Office Assistant	1	8 x 10	80	<i>additional staff</i>
Private Office - Nutritionist	1	8 x 10	80	<i>additional staff</i>
Interview/ Screening Rooms	2	10 x 10	200	
Private Office - Breastfeeding Peer Counselor	1	8 x 10	80	<i>additional staff</i>
Breastfeeding Rooms	2	8 x 10	160	
Women's Restroom	2	7 x 9	126	<i>ADA compliant</i>
Workroom/ Mailroom/ Office Supply Storage	1	4 x 16	64	<i>add'l sq. ft. w/o sharing record storage</i>
Breastfeeding Supply/ Voucher Storage	1	10 x 15	150	<i>additional square footage</i>
Nutrition Education/ Lab Storage	1	10 x 15	150	
WIC – Requested Spaces Subtotal			1,240	
Finance/ Administration – Requested Spaces (5-Year)				
Centralized Client Medical Record Storage	1	24 x 30	720	<i>includes current offsite storage</i>
Finance/ Administration – Requested Spaces Subtotal			720	
Personal Health Program – Requested Spaces (5-Year)				
Private Offices in lieu of Cubicle Area for Staff			500	<i>add'l sq. ft. to convert area to private offices</i>
Personal Health – Requested Spaces Subtotal			500	

HEALTH DEPARTMENT

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
<u>Requested Spaces (5-Year) Subtotals</u>				
WIC Subtotal			1,240	
Finance/Administration Subtotal			720	
Personal Health Program Subtotal			500	
Miscellaneous Circulation, Walls, Etc. (30%)			738	
Requested Spaces (5-Year) Subtotal			3,198	
<u>Department Subtotals</u>				
Current Building Floor Area			23,999	
Requested Spaces (5-Year) Subtotal			3,198	
Total Building Floor Area - Current and Requested Spaces (5-Year)			27,197	
Additional Building Floor Area - 5-10 Year Projected Growth (5%)			1,360	
Total Building Floor Area - 5-10 Year Projected Growth			28,557	
Additional Building Floor Area - 10-15 Year Projected Growth (10%)			2,720	
Total Building Floor Area - 10-15 Year Projected Growth			29,917	
<u>Dental - Requested Spaces (5-Year)</u>				
Sub Lobby Waiting Area			100	<i>add'l sq. ft. to seat 30</i>
Operator			300	<i>add'l sq to enlarge current rooms</i>
Nitrous Room			100	<i>add'l sq. ft. for equipment</i>
Central Sterilization			200	<i>add'l sq. ft. for equipment</i>
Dental Mechanical			100	<i>add'l sq. ft. for equipment</i>
Computer Room/ Storage			100	<i>add'l sq. ft. for client growth</i>
Chart Room			200	<i>add'l sq. ft. for client growth</i>
Pano Room			100	<i>add'l sq. ft. for equipment</i>
Workroom/ Office Supply Storage	1	10 x 16	160	<i>copier/ fax/ scanner/ mail slots</i>
Dental Supplies	1	10 x 10	100	
Dental - Requested Spaces Subtotal			1,460	
<u>Allied Health/ Care Management Program - Requested Spaces (5-Year) **Separate Agency**</u>				
Private Office (Allied Health)	2	10 x 10	200	
Private Office (Care Management)	2	10 x 10	200	
Interview Room	2	10 x 10	200	
Equipment Storage	1	14 x 18	252	<i>(food prep/ audio/ presentation)</i>
Workroom/ Office Supply Storage	1	10 x 16	160	
Miscellaneous Circulation, Walls, Etc. (30%)			304	
Allied Health/ Care Management - Requested Spaces Subtotal			1,316	

ENVIRONMENTAL HEALTH

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
--	----------------	------------------	--------------------	--------------

Shared Use Space (Shared with Register of Deeds and Tax Collection)				
Men/ Women Restrooms	1	22 x 28	616	
Electrical	1	12 x 14	168	
Janitor / Storage	1	4 x 6	24	
1st Floor Shared Use Space Subtotal			808	
Subtotal Equally Divided with Register of Deeds and Tax Collection			267	

Office Area				
Office Space for Onsite	1	14 x 27	378	
Conference Room and File Storage	1	15 x 15	225	
Office Space for F&L and Equipment Storage	1	19 x 14	266	
Equipment Storage - Onsite	1	10 x 14	140	
Secretary/ File Storage/ Public Lobby/ Break Room	1	34 x 24	816	
<i>*Public Restrooms (see shared use)</i>				
Office Area Subtotal			1,825	

Department Subtotals	
Shared Use Space Subtotal	267
Office Area Subtotal	1,825

Current Total Department Floor Area 2,092

Additional Department Floor Area - Current - 5 Year Projected Growth 0
Total Department Floor Area - Current - 5 Year Projected Growth 2,092

Additional Department Floor Area - 5-10 Year Projected Growth (7.5%) 157
Total Department Floor Area - 5-10 Year Projected Growth 2,249

Additional Department Floor Area - 10-15 Year Projected Growth (15%) 314
Total Department Floor Area - 10-15 Year Projected Growth 2,405

PLANNING AND DEVELOPMENT

3.0

SPACE NEEDS ASSESSMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Shared Use Space (Shared with Building Code Enforcement and Tax Assessor)				
Men/ Women Restrooms	1	22 x 28	616	
Utilities (Mechanical / Sprinkler / Electrical)	1	10 x 15	150	
Janitor / Storage	1	4 x 6	24	
2nd Floor Shared Use Space Subtotal			790	
Subtotal Equally Divided with Building Code Enforcement and Tax Assessor)			261	

Offices				
Public Entry Lobby	1	10 x 15	150	
Reception/ Permit Technician	1	20 x 20	400	
Private Office (Director)	1	13 x 18	234	
Private Office (Senior Planner)	1	13 x 15	195	
Private Office (Planner)	1	10 x 12	120	
Private Office (Planning Technician)	1	10 x 12	120	
Private Office (Vacant)	1	10 x 12	120	
Private Office (Enforcement Officer)	1	10 x 13	130	
Private Office (GIS Manager)	1	10 x 13	130	
Conference Room	1	14.5 x 24.5	355	
Workroom/ Office Supply Storage	1	10 x 16	160	
Breakroom (kitchenette, vending, tables/chairs)	1	15 x 20	300	
Equipment Storage	1	8 x 10	80	
Storage (Files/ Maps/ Plans/ Permits)	1	12 x 16	192	
Plan Storage	1	10 x 13	130	
<i>*Breakroom (see shared use)</i>				
<i>*Conference Room (see shared use)</i>				
Offices Subtotal			2,816	

Department Subtotals	
Shared Use Space Subtotal - Equally Divided with Bldg. Code Enf. And Tax Assessor	261
Offices Subtotal	2,816
Miscellaneous Circulation, Walls, Etc. (30%)	923
Current Total Department Floor Area	4,000

Requested Spaces (5-Year)				
Private Office (Planner)		<i>add'l sq. ft. for small conferencing</i>	50	<i>can reallocate within current dept. space*</i>
Private Office (Planning Technician)		<i>add'l sq. ft. for small conferencing</i>	50	<i>can reallocate within current dept. space*</i>
Private Office (Vacant)		<i>add'l sq. ft. for small conferencing</i>	50	<i>can reallocate within current dept. space*</i>
Private Office (Enforcement Officer)		<i>add'l sq. ft. for small conferencing</i>	40	<i>can reallocate within current dept. space*</i>
Private Office (GIS Manager)		<i>add'l sq. ft. for small conferencing</i>	40	<i>can reallocate within current dept. space*</i>
Conference Room		<i>add'l sq. ft. for seating 20</i>	150	<i>can reallocate within current dept. space*</i>
Requested Spaces Subtotal			380	

* Reallocation is feasible within current reception and miscellaneous circulation areas.

Department Subtotals	
Current Department Floor Area	4,000
Requested Spaces (5-Year) Subtotal	380
Total Department Floor Area - Current and Requested Spaces (5-Year)	4,380

Additional Department Floor Area - 5-10 Year Projected Growth (3%)	131
Total Department Floor Area - 5-10 Year Projected Growth	4,511

Additional Department Floor Area - 10-15 Year Projected Growth (6%)	263
Total Department Floor Area - 10-15 Year Projected Growth	4,643

TAX ADMINISTRATION

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
1st Floor Shared Use Space (Shared with Environmental Health and Register of Deeds)				
Men/ Women Restrooms	1	22 x 28	616	
Electrical	1	12 x 14	168	
Janitor / Storage	1	4 x 6	24	
1st Floor Shared Use Space Subtotal			808	
Subtotal Equally Divided with Environmental Health and Register of Deeds			267	

2nd Floor Shared Use Space (Shared with Planning & Development and Building Code Enforcement)				
Men/ Women Restrooms	1	22 x 28	616	
Utility	1	10 x 15	150	
Janitor / Storage	1	4 x 6	24	
2nd Floor Shared Use Space Subtotal			790	
Subtotal Equally Divided with Planning & Dev. and Building Code Enforcement			261	

Tax Collections - 1st Floor				
Collections Customer Service Counter Area	1	8 x 45	360	
Open Office (Collections Area)	1	21 x 54	1,134	9 staff (not secure from counter)
Private Office	1	9 x 14	126	
Print/ Mailroom	1	10 x 15	150	
Vault/ Breakroom	1	14 x 20	280	
<i>*Public Restrooms (see shared use)</i>				
Tax Collections Subtotal			2,050	

Tax Assessor - 2nd Floor				
Listing Customer Service Counter Area	1	8 x 40	320	
Open Office (Listing Area)	1	22 x 40	880	4 staff (not secure from counter)
Open Office (Business Personal - includes counter area)	1	20 x 45	900	4 staff (not secure from counter)
Open Office (Appraisal)	1	25 x 25	625	5 staff
Open Office (Revaluation)	1	15 x 30	450	4 staff
Open Office (Land Records/ Mapping)	1	12 x 18	216	2 staff
Administration Area	1	30 x 27	810	4 private offices
Conference Room	1	10 x 20	200	
Breakroom (kitchenette)	1	9 x 20	180	
<i>*Public Restrooms (see shared use)</i>				
Tax Assessor Subtotal			4,581	

Department Subtotals		
1st Floor Shared Use Space Subtotal - Equally Divided w/ Env. Health and Reg. of Deeds		267
2nd Floor Shared Use Space Subtotal - Equally divided w/ Planning & Bldg. Code Enf.		261
Tax Collections Subtotal		2,050
Tax Assessor Subtotal		4,581
Current Total Department Floor Area		7,158

Requested Spaces (5-Year) - Tax Collections				
Collections Customer Service Counter Area	50% increase of current waiting area	180	can reallocate within current dept. space*	
Customer Meeting Rooms	(2) 10x10 rooms	200	can reallocate within current dept. space*	
Requested Spaces - Tax Collections Subtotal			380	

Requested Spaces (5-Year) - Tax Assessor				
Listing Customer Service Counter Area	50% increase of current waiting area	160	can reallocate withing current dept. space*	
Conference Room	additional sq. ft. to seat 16	200	can reallocate withing current dept. space*	
Requested Spaces - Tax Assessor Subtotal			360	

* Reallocation is feasible within open office areas and main building entry lobby (an approx. 600 sq. ft. under-utilized area).

TAX ADMINISTRATION

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
<u>Requested Spaces (5-Year)</u>				
Tax Collections			380	
Tax Assessor			360	
Requested Spaces (5-Year) Subtotal			740	
<u>Department Subtotals</u>				
Current Department Floor Area			7,158	
Requested Spaces (5-Year) Subtotal			740	
Total Department Floor Area - Current and Requested Spaces (5-Year)			7,898	
Additional Department Floor Area - 5-10 Year Projected Growth (5%)			395	
Total Department Floor Area - 5-10 Year Projected Growth			8,293	
Additional Department Floor Area - 10-15 Year Projected Growth (10%)			790	
Total Department Floor Area - 10-15 Year Projected Growth			8,688	

BUILDING CODE ENFORCEMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Shared Use Space				
Men/ Women Restrooms	1	22 x 28	616	
Utilities (Mechanical / Sprinkler / Electrical)	1	10 x 15	150	
Janitor / Storage	1	4 x 6	24	
2nd Floor Shared Use Space Subtotal			790	
Subtotal Equally Divided with Planning & Development and Tax Assessor)			261	

Offices				
Public Entry Lobby	1	15 x 20	300	
Reception/ Office Supervisor	1	15 x 17	255	
Workroom/ Office Supply Storage	1	15 x 10	150	
Private Office (Director)	1	15 x 23	345	
Private Office (Building Code Enforcement Supervisor)	1	15 x 23	345	
Open Office (Building Code Enforcement Officers)	1	20 x 35	700	
Open Area (Plan Review/ Layout Space)	1	17 x 24	408	
Breakroom	1	12 x 15	180	
File Storage	1	12 x 8	96	
<i>*Public Restrooms (see shared use)</i>				
<i>*Shares a Conference Room in Planning & Development</i>				
Offices Subtotal			2,779	

Department Subtotals	
Shared Use Space Subtotal	261
Offices Subtotal	2,779
Current Total Department Floor Area	3,040

Requested Spaces (5-Year)				
Storage (State and County projects)	1	10 x 10	100	<i>can reallocate within current dept. space*</i>
Storage (Commercial Projects for Fire Marshal)	1	10 x 10	100	<i>can reallocate within current dept. space*</i>
Plan Storage	1	10 x 10	100	<i>can reallocate within current dept. space*</i>
Requested Spaces Subtotal			300	

* Reallocation is feasible within current open office and open area.

Department Subtotals	
Current Department Floor Area	3,040
Requested Spaces (5-Year) Subtotal	300
Total Department Floor Area - Current and Requested Spaces (5-Year)	3,340
Additional Department Floor Area - 5-10 Year Projected Growth (3%)	100
Total Department Floor Area - 5-10 Year Projected Growth	3,440
Additional Department Floor Area - 10-15 Year Projected Growth (6%)	200
Total Department Floor Area - 10-15 Year Projected Growth	3,540

REGISTER OF DEEDS

3.0

SPACE NEEDS ASSESSMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Shared Use Space (Shared with Tax Collection and Environmental Health)				
Men/ Women Restrooms	1	22 x 28	616	
Electrical	1	12 x 14	168	
Janitor / Storage	1	4 x 6	24	
1st Floor Shared Use Space Subtotal			808	
Subtotal Equally Divided with Environmental Health and Tax Collection			267	

Offices				
Reception/ Customer Service Counter Area	1	12 x 30	360	
Private Office (Register of Deeds)	1	9 x 15	135	
Open Office (Assistant & Deputy Register of Deeds)	1	23 x 60	1,380	1 Assistant + 9 Deputies
Conference Room	1	9 x 15	135	
Computer Room	1	9 x 15	135	
Vault (Large)	1	34 x 34	1,156	public access thru open office
Vault (Medium)	1	19 x 34	646	public access thru open office
Vault (Small)	1	14 x 19	266	public access thru open office
Staff Meeting/ Lounge	1	15 x 19	285	
Breakroom (kitchenette)	1	9 x 14	126	
Storage (Office Supplies/ General)	2	5 x 7	70	
Storage (Large Items)	1	20 x 20	400	currently located on 3rd floor
<i>*Public Restrooms (see shared use)</i>				
Offices Subtotal			5,094	

Department Subtotals	
Shared Use Space Subtotal	267
Offices Subtotal	5,094
Current Total Department Floor Area	5,361

Requested Spaces (5-Year)				
Conference Room		<i>add'l sq. ft. for conferencing 10</i>	200	<i>can reallocate within current dept. space*</i>
Storage (Office Supplies/ General)		<i>add'l sq. ft.</i>	100	<i>can reallocate within current dept. space*</i>
Requested Spaces Subtotal			300	

* Reallocation is feasible within current open office area.

Department Subtotals	
Current Department Floor Area	5,361
Requested Spaces (5-Year) Subtotal	300
Total Department Floor Area - Current and Requested Spaces (5-Year)	5,661

Additional Department Floor Area - 5-10 Year Projected Growth (3%)	170
Total Department Floor Area - 5-10 Year Projected Growth	5,830

Additional Department Floor Area - 10-15 Year Projected Growth (6%)	340
Total Department Floor Area - 10-15 Year Projected Growth	6,000

DEPARTMENT OF SOCIAL SERVICES

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Shared Use Space				
Vestibule	1	12 x 26	312	
Public Lobby	1	16 x 182	2,912	
Computer Kiosks/ Self Serve	1	11 x 12	132	
Interview Rooms	2	10 x 12	240	
Men / Women Restrooms	2	12 x 19	456	
Men / Women Restrooms	2	12 x 17	408	
Large Conference Room	1	32 x 40	1,280	seats 163 and divides to 2 rooms
Kitchenette/ Table and Chair Storage	1	7 x 21	147	
Large Conference Room Storage	2	3 x 9	54	
Purple Conference Room	1	12 x 21	252	
Blue Conference Room	1	26 x 23	598	
Storage Closet	1	19 x 8	152	adjacent to blue conference room
Computer Lab	1	20 x 17	340	6 computer stations
Red Break Room (kitchenette, vending, tables/chairs)	1	25 x 26	650	
Toilet Room	2	7 x 8	112	adjacent to red break room
Blue Break Room (vending, tables/chairs)	1	20 x 31	620	
Blue Break Room (kitchenette)	1	11 x 13	143	
Toilet Room	2	6 x 9	108	adjacent to blue break room
Community Room	1	25 x 33	825	Seats 80 (shared with Health Dept.)
Community Room Storage	1	8 x 18	144	
Mechanical Room	1	7 x 11	77	
Server Room	1	7 x 10	70	
Janitor Closet	1	8 x 12	96	
Janitor Closet	1	8 x 10	80	
Shared Use Space Subtotal			10,208	
Administration				
Waiting/ Reception/ Secretary Front Office	1	10 x 28	280	
Private Office (Director)	1	12 x 17	204	
Private Office (Budget Analyst)	1	12 x 14	168	
Private Office (Staff)	2	9 x 12	216	
Workroom/ Storage	1	9 x 12	108	
File Storage	1	12 x 17	204	
<i>*Breakroom (see shared use)</i>				
<i>*Conference Rooms (see shared use)</i>				
<i>*Public Restrooms (see shared use)</i>				
Administration Subtotal			1,180	
Economic Services				
Sub Lobby Waiting Area	1	12 x 31	372	
Reception (Blue Pod)	1	16 x 24	384	
Reception (Red Pod)	1	21 x 26	546	
Private Office (Program Administrator)	1	11 x 17	187	
Private Office (Program Manager)	1	11 x 17	187	
Private Office (Staff)	78	8 x 10	6,240	FNS/ Medicaid/ Food Pantry/ Safety
Hearing Room	1	8 x 13	104	
Supply Room	1	8 x 8	64	
Computer Storage	1	14 x 14	196	
Mail Room	1	8 x 21	168	seating for 20
Copier/ Recycling/ Shredding Alcove	1	6 x 17	102	
Record Room	1	45 x 36	1,620	includes (8) - 8x10 cubicles for staff
<i>*Breakroom (see shared use)</i>				
<i>*Conference Rooms (see shared use)</i>				
<i>*Public Restrooms (see shared use)</i>				
Economic Services Subtotal			10,170	

DEPARTMENT OF SOCIAL SERVICES

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Services Support				
Reception (Purple Pod)	1	21 x 26	546	
Private Office	25	8 x 11	2,200	
Private Office	7	8 x 10	560	
Private Office	3	10 x 11	330	
Private Office	2	8 x 12	192	
Private Office	2	9 x 11	198	
Private Office	1	11 x 12	132	
Private Office	1	11 x 13	143	
Private Office	1	10 x 14	140	
Private Office	1	9 x 12	108	
Record Room	1	21 x 17	357	<i>child support</i>
Record Room	1	18 x 33	594	<i>workfirst/ daycare/ adult services/ supplies</i>
<i>*Breakroom (see shared use)</i>				
<i>*Conference Rooms (see shared use)</i>				
<i>*Public Restrooms (see shared use)</i>				
Services Support Subtotal			5,500	
Children's Services Division				
Sub Lobby Waiting Area	1	12 x 21	252	
Reception (Green Pod)	1	21 x 26	546	
Private Office (Supervisor)	9	11 x 13	1,287	
Private Office (Administrator)	2	12 x 15	360	
Private Office (Attorney)	1	10 x 17	170	
Private Office (Staff)	45	8 x 11	3,960	
Family Visitation	4	14 x 14	784	
Family Visitation Viewing	1	8 x 14	112	
Children's Restroom with Tub/ Shower	2	7 x 14	196	<i>ADA compliant</i>
Utility Room w/ Washers & Dryers	1	8 x 13	104	<i>currently 1 washer & 1 dryer</i>
Storage (Car Seats)	1	10 x 10	100	
Storage (Training Materials)	1	7 x 8	56	
Storage (Children's Personal Belongings)	1	7 x 8	56	
File Storage	1	21 x 18	378	
File Storage	1	21 x 26	546	
Resource Library	1	2 x 17	34	<i>currently a cabinet alcove</i>
<i>*Breakroom (see shared use)</i>				
<i>*Conference Rooms (see shared use)</i>				
<i>*Public Restrooms (see shared use)</i>				
Children's Services Subtotal			8,941	
Department Subtotals				
Shared Use Space Subtotal			10,208	
Administration Subtotal			1,180	
Economic Services Subtotal			10,170	
Services Support Subtotal			5,500	
Children's Services Subtotal			8,941	
Miscellaneous Circulation, Walls, Etc. (30%)			9,720	
Current Total Building Floor Area			45,719	

DEPARTMENT OF SOCIAL SERVICES

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Requested Spaces (5-Year)				
Computer Kiosks/ Self Check-In			200	<i>add'l sq. ft. for anticipated client growth</i>
Interview Rooms	15	8 x 10	1,200	
Large Conference Room	1	52 x 60	3,120	<i>add'l sq. ft. to accommodate seating for 300 can subdivide as needed for smaller groups</i>
Large Conference Room Storage (tables and chairs)	1	12 x 28	336	<i>separate room from kitchenette</i>
Private Office (Staff)	10	8 x 10	800	<i>anticipated staff growth</i>
Private Office (Nurse Practitioner)	1	10 x 12	120	<i>anticipated staff</i>
Hearing Room			100	<i>add'l sq. ft. to accommodate client needs</i>
Computer Lab			350	<i>add'l sq. ft. for anticipated client growth</i>
Computer Storage			100	<i>add'l sq. ft. for equipment stock growth</i>
Utility Room w/ Washers & Dryers			100	<i>add'l sq. ft. for add'l washer & dryer</i>
Children's Play Area	2	16 x 16	512	<i>(1) indoor area and (1) outdoor area</i>
Storage (Medical Records)	1	16 x 20	320	
Storage (Paper Records and Reports)	1	16 x 20	320	
Storage (WFFA Records)	1	16 x 20	320	
Storage (Child Care Records)	1	20 x 25	500	
Storage (Children's Personal Belongings)	1	10 x 20	200	<i>including long term locker storage</i>
Storage (General)	1	16 x 20	320	
Miscellaneous Circulation, Walls, Etc. (30%)			2,675	
Requested Spaces Subtotal			11,593	

Department Subtotals

Current Building Floor Area	45,719
Requested Spaces (5-Year) Subtotal	11,593
Total Building Floor Area - Current and Requested Spaces (5-Year)	57,312

Additional Building Floor Area - 5-10 Year Projected Growth (5%)	2,866
Total Building Floor Area - 5-10 Year Projected Growth	60,178

Additional Building Floor Area - 10-15 Year Projected Growth (10%)	5,731
Total Building Floor Area - 10-15 Year Projected Growth	63,043

HUMAN RESOURCES

3.0

SPACE NEEDS ASSESSMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Building Shared Use Space (Shared with Multiple Departments on Multiple Floors)				
Public Lobby	1	14 x 66	924	
Men/ Women Restrooms	1	9 x 26	234	
Conference Room	1	17 x 24	408	currently seats 8-10
Conference Storage	1	3 x 24	72	
Vertical Circulation (Elevator)	1	7 x 8	56	
Vertical Circulation (Monumental Stair)	1	10 x 25	250	
Vertical Circulation (Switchback Exit Stair)	1	10 x 20	200	
Building Shared Use Space Subtotal			2,144	
Subtotal Equally Divided with Finance			1,072	
Department Shared Use Space (Shared with Finance)				
Sub Lobby/ Reception (HR Secretary)	1	20 x 20	400	includes HR records storage
Workroom/ Breakroom	1	20 x 20	400	includes HR records storage
Staff Restroom	2	5 x 8	80	
IT Server Room	1	5 x 8	40	
Department Shared Use Space Subtotal			920	
Subtotal Equally Divided with Finance			460	
Office Area (Main Level)				
Private Office (Director)	1	13 x 20	260	
Private Office (Analyst/ Specialist)	3	12 x 12	432	
Private Office (Part Time)	1	10 x 12	120	
Storage (General/ Office Supplies)	1	4 x 6	24	
<i>*Breakroom (see shared use)</i>				
<i>*Conference Room (see shared use)</i>				
<i>*Public Restrooms (see shared use)</i>				
Office Area (Main Level) Subtotal			836	
Storage Area (Basement Level)				
Storage Room (Unfinished)	1	25 x 30	750	HR record storage
Storage Area (Basement Level) Subtotal			750	
Department Subtotals				
Building Shared Use Space Subtotal - Equally Divided with Finance			1,072	
Department Shared Use Space Subtotal - Equally Divided with Finance			460	
Office Area (Main Level) Subtotal			836	
Storage Area (Basement Level) Subtotal			750	
Miscellaneous Circulation, Walls, Etc. (30%)			935	
Current Total Department Floor Area			4,053	
Requested Spaces (5-Year)				
Private Office (Analyst/ Specialist)	2	12 x 12	288	anticipated staff growth
Private Office (Part Time)	1	10 x 12	120	anticipated staff growth
Workroom/ Office Supply Storage	1	10 x 16	160	not shared with other departments
Storage (Miscellaneous Files/ Records)	2	10 x 20	400	not shared with private offices
Miscellaneous Circulation, Walls, Etc. (30%)			290	
Education/ Training Room (Seating for 30)				can use Commissioners' chambers if available
Requested Spaces Subtotal			1,258	
Department Subtotals				
Current Department Floor Area			4,053	
Requested Spaces (5-Year) Subtotal			1,258	
Total Department Floor Area - Current and Requested Spaces (5-Year)			5,312	
Additional Department Floor Area - 5-10 Year Projected Growth (3%)			159	
Total Department Floor Area - 5-10 Year Projected Growth			5,471	
Additional Department Floor Area - 10-15 Year Projected Growth (6%)			319	
Total Department Floor Area - 10-15 Year Projected Growth			5,631	

FINANCE

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Building Shared Use Space (Shared with Multiple Departments on Multiple Floors)				
Public Lobby	1	14 x 66	924	
Men/ Women Restrooms	1	9 x 26	234	
Conference Room	1	17 x 24	408	<i>currently seats 8-10</i>
Conference Storage	1	3 x 24	72	
Vertical Circulation (Elevator)	1	7 x 8	56	
Vertical Circulation (Monumental Stair)	1	10 x 25	250	
Vertical Circulation (Switchback Exit Stair)	1	10 x 20	200	
Building Shared Use Space Subtotal			2,144	
Subtotal Equally Divided with Human Resources			1,072	
Department Shared Use Space (Shared with Human Resources)				
Sub Lobby/ Reception	1	20 x 20	400	
Workroom/ Breakroom	1	20 x 20	400	
Staff Restroom	2	5 x 8	80	
IT Server Room	1	5 x 8	40	
Department Shared Use Space Subtotal			920	
Subtotal Equally Divided with Human Resources			460	
Office Area (Main Level) Subtotal				
Private Office (Finance Director)	1	15 x 15	225	
Private Office (Assistant Finance Director)	1	12 x 12	144	
Private Office (Accountant II)	1	10 x 12	120	
Private Office (Accountant I)	2	10 x 12	240	<i>walk-in vault adjacent to one office</i>
Private Office (Accounting Technician III)	1	10 x 12	120	
Private Office (Accounting Technician II)	1	10 x 12	120	
Private Office (Administrative Technician V)	1	10 x 12	120	
<i>*Breakroom (see shared use)</i>				
<i>*Conference Room (see shared use)</i>				
<i>*Public Restrooms (see shared use)</i>				
Office Area (Main Level) Subtotal			1,089	
Office/ Storage Area (Basement Level)				
Private Office (Internal Auditor)	1	15 x 15	225	<i>preferable to be on same floor</i>
Private Office (Purchasing Agent)	1	15 x 15	225	<i>preferable to be on same floor</i>
Private Office (Accountant I)	1	15 x 15	225	<i>preferable to be on same floor</i>
Workroom	1	10 x 10	100	
Storage Room (Unfinished)	1	32 x 54	1,728	
Office/ Storage Area (Basement Level) Subtotal			2,503	
Department Subtotals				
Building Shared Use Space Subtotal - Equally Divided with Human Resources			1,072	
Department Shared Use Space Subtotal - Equally Divided with Human Resources			460	
Office Area (Main Level) Subtotal			1,089	
Office/ Storage Area (Basement Level) Subtotal			2,503	
Miscellaneous Circulation, Walls, Etc. (30%)			1,537	
Current Total Department Floor Area			6,661	

FINANCE

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Requested Spaces (5-Year)				
Private Office (Administrative Technician V)	1	10 x 12	120	<i>anticipated staff growth</i>
Men's Restroom	1	8 x 16	128	<i>if offices remain in basement level*</i>
Women's Restroom	1	8 x 16	128	<i>if offices remain in basement level*</i>
Miscellaneous Circulation, Walls, Etc. (30%)			113	
Requested Spaces Subtotal			489	

* Reallocation is feasible as roughed-in plumbing is currently in one of the basement level storage areas.

Department Subtotals

Current Department Floor Area	6,661
Requested Spaces (5-Year) Subtotal	489
Total Department Floor Area - Current and Requested Spaces (5-Year)	7,150
Additional Department Floor Area - 5-10 Year Projected Growth (2.5%)	179
Total Department Floor Area - 5-10 Year Projected Growth	7,329
Additional Department Floor Area - 10-15 Year Projected Growth (5%)	358
Total Department Floor Area - 10-15 Year Projected Growth	7,508

BOARD OF ELECTIONS

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Office and Storage Area				
Office Area			2,300	
Basement Level Storage			900	
Office and Storage Area Subtotal			3,200	
Current Total Department Floor Area			3,200	
Requested Facility				
Equipment Storage Room			1,500	
Supply Preparation/ Storage Room			1,500	
One-Stop Voting Area			1,200	
One-Stop Supply Preparation/ Storage Room			600	
Training Room			1,000	
Ballot Sorting/ Storage Room			500	
Absentee Ballot Processing Room			250	
Ballot/ Document Storage			500	
Unity Computer Room			250	
Staff Area			1,450	
Board Room			600	
Public Viewing Area			150	
Miscellaneous Support Spaces			500	
Breakroom				
Toilet Rooms				
Utility Room				
Storage				
Requested Facility Subtotal			10,000	
Requested Facility Floor Area			10,000	

INFORMATION SYSTEMS/COMPUTER RESOURCES

3.0

SPACE NEEDS ASSESSMENT

Minimum Base Building or Floor Area (Current) # Rooms Room Size Area (s.f.) Notes

Building Shared Use Space (Shared with Multiple Departments on Multiple Floors)				
Men/ Women Restrooms	1	18 x 23	414	
Vertical Circulation (Elevator)	1	7 x 8	56	
Vertical Circulation (Monumental Stair)	1	10 x 25	250	
Vertical Circulation (Switchback Exit Stair)	1	10 x 20	200	
Building Shared Use Space Subtotal			920	

Office Area				
Reception/ Administration	1	7 x 18	126	
Private Office (Director)	1	14 x 20	280	
Private Office (Webmaster)	1	10 x 14	140	
Private Office	1	12 x 15	180	
Private Office	4	10 x 15	600	
Private Office (Technology Support Analyst)	1	16 x 15	240	3 staff in this space (preferred)
Computer Room	1	18 x 22	396	
Data Center	1	16 x 20	320	
Conference/ Training	1	16 x 24	384	currently seats 10
Equipment Staging/ Workroom	1	15 x 15	225	
Workroom/ Breakroom	1	10 x 21	210	
IT/ Server Room	1	4 x 5	20	
<i>*Public Restrooms (see shared use)</i>				
Office Area Subtotal			3,121	

Department Subtotals	
Building Shared Use Space Subtotal	920
Office Area Subtotal	3,121
Miscellaneous Circulation, Walls, Etc. (30%)	1,212
Current Total Department Floor Area	5,253

Requested Spaces (5-Year)				
Private Office	2	10 x 15	300	anticipated staff growth can reallocate within current dept. space*
Storage/ Staging Area (with loading dock)	1	16 x 24	384	
Requested Spaces Subtotal			684	

* Reallocation is feasible in current computer room.

Department Subtotals	
Current Department Floor Area	5,253
Requested Spaces (5-Year) Subtotal	684
Total Department Floor Area - Current and Requested Spaces (5-Year)	5,937

Additional Department Floor Area - 5-10 Year Projected Growth (3%)	178
Total Department Floor Area - 5-10 Year Projected Growth	6,115

Additional Department Floor Area - 10-15 Year Projected Growth (6%)	356
Total Department Floor Area - 10-15 Year Projected Growth	6,294

SHERIFF'S OFFICE MAIN

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
1st Floor Shared Use Space				
Reception (public Main Street entrance)	1	11 x 11	121	
Private Reception	1	7 x 11	77	
Stair (w/ secure Main Street entrance)	1	14 x 20	280	
Men / Women Restrooms	1	12 x 24	288	
Women's Lockers	1	21 x 17	357	
Men's Lockers	1	26 x 17	442	
Mechanical	1	24 x 14	336	
Lobby (w/ stair and elevator)	1	20 x 32	640	
Electrical	1	7 x 7	49	
Telecom	1	7 x 7	49	
Snack Room	1	15 x 6	90	
Janitor	1	4 x 6	24	
Men's Staff Restroom	1	11 x 6	66	
Women's Staff Restroom	1	11 x 6	66	
Wiring Closet	1	4 x 7	28	
Rear Secure Entrance	1	15 x 5	75	
Stair (W. Liberty Street)	1	11 x 24	264	
1st Floor Shared Use Space Subtotal			3,252	
2nd Floor Shared Use Space				
Break Room	1	11 x 16	176	
E236 - Mechanical Room	1	10 x 3	30	
2nd Floor Shared Use Space Subtotal			206	
3rd Floor Shared Use Space				
Men / Women Restrooms	1	12 x 24	288	
Mechanical	1	24 x 14	336	
Electrical	1	10 x 10	100	
Telephone	1	8 x 10	80	
3rd Floor Shared Use Space Subtotal			804	
First Floor				
E101 - Sheriff's Office	1	15 x 22	330	
E102 - Accounts Payable Clerk	1	15 x 9	135	
E103 - Captain's Office	1	10 x 17	170	
E108 - Chief Deputy's Office	1	23 x 17	391	
E109 - Sheriff's Conference Room	1	23 x 17	391	
E111 - Fingerprint Room/ Record Storage	1	10 x 17	170	
E112 - A.C.E. Team Office	1	11 x 17	187	4 deputies
E113 - Community Programs & School Resource Deputies	1	10 x 17	170	
E114 - Criminal Captain's Office	1	11 x 17	187	
E115 - Patrol Briefing Room/ Record Storage	1	16 x 17	272	
E115A - Patrol Division	1	23 x 17	391	
E116 - Patrol Lieutenant	1	12 x 21	252	
E124 - Evidence Intake and Storage	1	17 x 14	238	
E125 - Interview/ Computer Voice Stress Analysis Room	1	10 x 6	60	
E126 - Interview Room	1	10 x 6	60	
E127/128 - Special Investigative Unit	1	17 x 14	238	evidence processing/storage
E129 - Inner Office Reception	1	9 x 14	126	
E130 - Armory	1	21 x 14	294	
E134 - Sheriff's Administrative Assistant	1	10 x 17	170	
E135 - Captain's Office	1	10 x 17	170	
E136 - 1st Sergeant's Office	1	11 x 17	187	
E145 - Special Investigative Unit - Narcotics	1	22 x 17	374	
E145A/146A - Civil Process Office	1	52 x 17	884	9 deputies + 4 clerical staff
E146A1 - Reception (Main Street Entrance)	1	11 x 11	121	
E146A2 - Private Reception	1	7 x 11	77	
<i>*Public Restrooms (see shared use)</i>				
First Floor Subtotal			6,045	

SHERIFF'S OFFICE - MAIN

3.0

SPACE NEEDS ASSESSMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Second Floor				
E202A - Office - Criminal Investigative Unit	1	12 x 25	300	
E203 - Crime Scene Investigator Office & Equip. Storage	1	8 x 12	96	
E203A - Crime Scene Investigator Lab	1	8 x 16	128	
E203E - Interview Room	1	6 x 9	54	
E237A - Criminal Investigations Unit	1	26 x 34	884	9 Investigators share this space
Exercise Room	1	10 x 10	100	
E238 - Criminal Investigations Office - 1st Lt.	1	10 x 17	170	
<i>*Public Restrooms (see shared use)</i>				
Second Floor Subtotal			1,732	
Third Floor				
E306B - Bailiff's Office	1	12 x 11	132	
E314 - Storage (Street Gear Equipment)	1	10 x 27	270	
E315 - Storage	1	12 x 27	324	
E318 - Evidence	1	59 x 29	1,711	
<i>*Public Restrooms (see shared use)</i>				
Third Floor Subtotal			2,437	
Department Subtotals				
1st Floor Shared Use Space Subtotal			3,252	
2nd Floor Shared Use Space Subtotal			206	
3rd Floor Shared Use Space Subtotal			804	
First Floor Subtotal			6,045	
Second Floor Subtotal			1,732	
Third Floor Subtotal			2,437	
Miscellaneous Circulation, Walls, Etc. (30%)			4,343	
Current Total Department Floor Area			18,819	
Requested Spaces (5-Year)				
Training Room	1	30 x 42	1,260	
Additional Conference Room	1	17 x 30	510	
Additional Evidence Storage	1	30 x 60	1,800	approx. size of current 3rd flr. space
Additional Armory	1	21 x 14	294	approx. size of current 1st flr. space
Seized Weapons Storage	1	15 x 20	300	
File Storage (investigative/ employee/ gun permit)	3	10 x 10	300	
Additional Interview Room	2	7 x 10	140	approx. size of current 1st flr. space
Work/ Copy Room	2	10 x 16	320	
Break Room	1	10 x 15	150	
Miscellaneous Circulation, Walls, Etc. (30%)			1,522	
Requested Spaces Subtotal			6,596	
Department Subtotals				
Current Department Floor Area			18,819	
Requested Spaces (5-Year) Subtotal			6,596	
Total Department Floor Area - Current and Requested Spaces (5-Year)			25,415	
Additional Department Floor Area - 5-10 Year Projected Growth (7.5%)			1,906	
Total Department Floor Area - 5-10 Year Projected Growth			27,321	
Additional Department Floor Area - 10-15 Year Projected Growth (15%)			3,812	
Total Department Floor Area - 10-15 Year Projected Growth			29,227	

SHERIFF'S OFFICE - LANDIS SATELLITE OFFICE

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Shared Use Space				
Entry Vestibule	1	10 x 8	80	
Lobby	1	10 x 16	160	
Waiting Area	1	6 x 13	78	
Men's Restroom	1	4 x 7	28	
Women's Restroom	1	8 x 8	64	
Electrical	1	7 x 7	49	
Utility	1	4 x 7	28	
Shared Use Space Subtotal			487	
Offices				
Training Office	1	13 x 18	234	<i>2 officers in room</i>
Training Room	1	21 x 48	1,008	<i>departmental meetings and training</i>
General Office	1	23 x 27	621	<i>3 full-time + 2 part-time clerical staff</i>
Conference Room	1	16 x 21	336	
<i>*Public Restrooms (see shared use)</i>				
Offices Subtotal			2,199	
Department Subtotals				
Shared Use Space Subtotal			487	
Offices Subtotal			2,199	
Miscellaneous Circulation, Walls, Etc. (15%)			403	
Current Total Building Floor Area			3,089	
Additional Building Floor Area - Current - 5 Year Projected Growth			0	
Total Building Floor Area - Current - 5 Year Projected Growth			3,089	
Additional Building Floor Area - 5-10 Year Projected Growth (7.5%)			232	
Total Building Floor Area - 5-10 Year Projected Growth			3,321	
Additional Building Floor Area - 10-15 Year Projected Growth (15%)			463	
Total Building Floor Area - 10-15 Year Projected Growth			3,552	

ANIMAL CONTROL

3.0

SPACE NEEDS ASSESSMENT

Minimum Base Building or Floor Area (Current)	# Rooms	Room Size	Area (s.f.)	Notes
Existing Shelter				
Lobby	1	14 x 18	252	
Front Desk/ Reception	1	15 x 9	135	current location for supervisor and 2 OA's
Dog Display	1	16 x 8	128	
Animal Control Officer	1	16 x 16	256	7 officers currently occupy space
Staff Toilet	1	6 x 10	60	currently includes janitor supplies
Resources/ Information/ Office Supplies Alcove	1	6 x 8	48	
Director's Office	1	8 x 10	80	
Break Room	1	10 x 10	100	currently used for staff/ public meetings
Cat Display	1	5 x 10	50	
Storage	1	6 x 10	60	files/ pet supplies
Mechanical	1	8 x 9	72	
Dog Run Area	1	42 x 38	1,596	20 runs (6 are currently for quarantine)
Cat Isolation Room	1	7 x 12	84	formerly food storage room
Receiving Area/ Storage	1	15 x 16	240	
Incinerator	1	14 x 27	378	
Euthenasia Room/ Vet. Tech. Office	1	9 x 18	162	this space was formerly a bathroom
Miscellaneous Circulation, Walls, Etc. (25%)			925	
Existing Shelter Subtotal			4,626	

Future "Cat Wing" Addition				
Lobby	1	15 x 15	225	
Front Desk/ Reception	1	15 x 14	210	
Cat Room	1	8 x 30	240	
Conference Room	1	24 x 22	528	
Storage Room	2	3 x 7	42	
Cat Room	3	8.5 x 11.5	293	
Laundry	1	11 x 11.5	127	
Vet. Tech. Office	1	11.5 x 11.5	132	
Litter Box	1	12 x 13.5	162	
Sick/ Isolation	1	14 x 14	196	
Staff Area/ Administration	1	14 x 14	196	
Toilet	1	8 x 6	48	
Janitor Closet	1	5 x 6	30	
Miscellaneous Circulation, Walls, Etc. (35%)			850	
Future "Cat Wing" Addition Subtotal			3,279	

Department Subtotals	
Existing Shelter Subtotal	4,626
Future "Cat Wing" Addition Subtotal	3,279
Current Total Building Floor Area (Existing +Addition)	7,905

Requested Spaces (5-Year)				
Director's Office	1	18 x 18	80	add'l sq. ft. for adequate size office
Animal Control Officer			500	add'l sq. ft. to accommodate adequate office area for 7 current & 2 future ACO's
Euthenasia Room	1	18 x 18	324	separate from current vet tech office
Dog Isolation Room (for sick/ injured dogs)	1	8 x 16	128	
Quarantined Dog Run Area (6 add'l runs/no public access)	1	13 x 39	507	separate from current dog run area
Laundry	1	11 x 11	121	
Equipment Storage	1	12 x 16	192	
File Storage	1	12 x 16	192	
Food Prep/ Storage (include dishwasher)	1	12 x 16	192	
Office Supervisor	1	8 x 10	80	currently in reception area
Administration Area (2 current OA's + 2 future OA's)	1	16 x 16	256	separate from current reception area
Work Room/ Office Supplies (mail/ copier)	1	10 x 16	160	currently in lobby
Toilet/ Locker Room	1	10 x 20	200	separate from current euthenasia room
Janitor Closet	1	5 x 5	25	separate from current staff toilet
Miscellaneous Circulation, Walls, Etc. (30%)			887	
Requested Spaces Subtotal			3,844	

Department Subtotals	
Current Total Building Floor Area	7,905
Requested Spaces (5-Year) Subtotal	3,844
Total Building Floor Area - Current and Requested Spaces (5-Year)	11,750

Additional Building Floor Area - 5-10 Year Projected Growth (5%)	587
Total Building Floor Area - 5-10 Year Projected Growth	12,337

Additional Building Floor Area - 10-15 Year Projected Growth (10%)	1,175
Total Building Floor Area - 10-15 Year Projected Growth	12,924

COOPERATIVE EXTENSION

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Shared Use Space				
Entry Lobby	1	24 x 24	576	
Auditorium	1	43 x 56	2,408	<i>used by multiple county dept's.</i>
Stage	1	10 x 20	200	
Catering Kitchen	1	15 x 24	360	
Demonstration Kitchen	1	8 x 13	104	
Public Toilet Room	2	10 x 16	320	
Shared Use Space Subtotal			3,968	
Office				
Agent Office	7	13 x 13	1,183	
CED Office	1	13 x 20	260	
Secretary Office	2	13 x 13	338	
Master Gardener Office	1	10 x 12	120	
Audio Room	1	10 x 10	100	
Conference Room	1	11 x 25	275	
Work Room	1	10 x 25	250	
Copy Room/ Storage	1	19 x 25	475	<i>underutilized with outdated media</i>
Lab	1	6 x 7	42	
Office Subtotal			3,043	
Department Subtotals				
Shared Use Space Subtotal			3,968	
Office Subtotal			3,043	
Miscellaneous Circulation, Walls, Etc. (30%)			2,103	
Current Total Department Floor Area			9,114	
Requested Spaces (5-Year)				
Break Room	1	10 x 15	150	<i>can reallocate within current dept. space*</i>
Requested Spaces Subtotal			150	
* Reallocation is feasible within current copy room/ storage area.				
Department Subtotals				
Current Department Floor Area			9,114	
Requested Spaces (5-Year) Subtotal			150	
Total Department Floor Area - Current and Requested Spaces (5-Year)			9,264	
Additional Department Floor Area - 5-10 Year Projected Growth (3%)			278	
Total Department Floor Area - 5-10 Year Projected Growth			9,542	
Additional Department Floor Area - 10-15 Year Projected Growth (6%)			556	
Total Department Floor Area - 10-15 Year Projected Growth			9,820	

ROWAN TRANSIT SYSTEM

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
<u>Outdoor Facilities</u>				
Awning (attached to office building)	1	35 x 25	875	<i>used for maintenance and training events</i>
Utility Building	1	10 x 16	160	
Fleet Parking				<i>30 fleet and 30 personal vehicles</i>
1,000 Gallon Propane Refueling Station				<i>used to fuel 10 fleet vehicles</i>
<u>Office Building - Basement Level</u>				
File Storage	1	21.5 x 19	409	
Office Building - Basement Level Subtotal			409	
<u>Office Building - Ground Floor (occupied by MV Transportation, Inc.)</u>				
Dispatch Office	1	17 x 17	289	
General Manager's Office	1	11 x 15	165	
Safety Office	1	11 x 11	121	
Kitchen	1	17 x 11	187	
Break Room	1	17 x 11	187	
Office Building - Ground Floor Subtotal			949	
<u>Office Building - Upper Floor</u>				
Private Office - Transportation Director	1	15 x 12	180	
Storage Closet	1	2 x 5	10	
Private Office - Accounting Tech III	1	15 x 10.5	158	
Storage Closet	1	2 x 5.5	11	
Private Office - Transportation Coordinator	1	15 x 11.5	173	
Storage Closet	1	2 x 6	12	
Media Room/ Titile V Worker	1	12 x 10.5	126	
Training Room	1	15 x 12	180	
Storage Closet	1	3.5 x 5.5	19	
Upstairs Hall/ Waiting Area	1	6.5 x 9	59	
Storage Closet	1	5 x 6.5	33	
Bathroom - Full	1	5 x 7	35	
Bathroom - Full	1	5 x 8	40	
Bathroom - Half	1	5 x 5	25	
Office Building - Upper Floor Subtotal			1,059	
<u>Department Subtotals</u>				
Office Building - Basement Level Subtotal			409	
Office Building - Ground Floor Subtotal			949	
Office Building - Upper Floor Subtotal			1,059	
Miscellaneous Circulation, Walls, Etc. (30%)			725	
Current Total Building Floor Area			3,142	
Additional Building Floor Area - Current - 5 Year Projected Growth			0	
Total Building Floor Area - Current - 5 Year Projected Growth			3,142	
Additional Building Floor Area - 5-10 Year Projected Growth (7.5%)			236	
Total Building Floor Area - 5-10 Year Projected Growth			3,377	
Additional Building Floor Area - 10-15 Year Projected Growth (15%)			471	
Total Building Floor Area - 10-15 Year Projected Growth			3,613	

VETERAN SERVICES

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Department Subtotals				
Office Area	1	13 x 19.8	262	
Current Total Department Floor Area			262	
Requested Facility				
Reception	1	24 x 26	624	
Private Office	2	14 x 14	386	
Private Office	1	12 x 14	165	
Toilet	1	5 x 7	35	
Corridor	1	10 x 40	400	
Requested Facility Subtotal			1,611	
Requested Facility Floor Area			1,611	

* The department will be moving to the current Environmental Management space located at 2727 Old Concord Road. This space will satisfy the requested facility spaces noted above. Environmental Management will move to the East Spencer Recycling Center.

EMERGENCY SERVICES
 EMERGENCY MANAGEMENT (EM)
 EMERGENCY MEDICAL SERVICES (EMS)
 FIRESERVICES (FS)

3.0

SPACE NEEDS ASSESSMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Upper Level Shared Use Space (shared by multiple departments in building)				
Entry Lobby	1	24 x 24	576	
Auditorium	1	43 x 56	2,408	currently used as an EOC
Stage	1	10 x 20	200	
Catering Kitchen	1	15 x 24	360	
Demonstration Kitchen	1	8 x 13	104	
Public Toilet Room	2	10 x 16	320	
Upper Level Shared Use Space Subtotal			3,968	
Lower Level Shared Use Space (shared by the 3 ES divisions)				
Kitchen/ Dining/ Vending/ Copy Area	1	12 x 25	300	
Copy Room	1	12 x 10	120	
Conference Room A	1	20 x 34	680	
Conference Room B	1	12 x 21	252	w/ kitchenette
Men's Restroom	1	10 x 10	100	w/ accompanying shower
Women's Restroom	1	10 x 10	100	w/ accompanying shower
IT Room	1	10 x 10	100	
Mechanical/ Furnace/ Boiler Room				
Lower Level Shared Use Space Subtotal			1,652	
Emergency Management Office Area				
Emergency Services Chief's Office	1	12 x 17	204	
Support Services Office	1	12 x 13	156	supports entire dept. & other divisions
Administrative Secretary Office	1	12 x 12	144	supports entire dept. & other divisions
Training Officer's Office	1	12 x 13	156	supports entire dept. & other divisions
Storage Room	1	5 x 10	50	
Emergency Management Office Area Subtotal			710	
Emergency Medical Services Office Area (EMS Station 87)				
EMS Division Chief's Office	1	12 x 13	156	
Field Training Officer/ Lieutenant Office	1	12 x 10	120	used by 3 FTO's and 2 Lt's
EMS Supervisor's Office	1	10 x 20	200	3 EMS Supervisors rotate use of space
EMS Crew Office/ Mail/ Copy Room	1	10 x 10	100	
Ready Room/ Den Area	1	11 x 16	176	
EMS Supervisor's Sleeping Quarters	1	10 x 12	120	also serves as workroom and storage
EMS Crew Sleeping Quarters	2	10 x 10	200	3 EMS Crew rotate use of each space
Storage Closet	2	3 x 5	30	in crew sleeping quarters
Storage Closet (Adjacent to Mechanical Room)	1	10 x 10	100	medical supplies
Storage Closet (Adjacent to Mechanical Room)	1	10 x 10	100	spare parts/ devices - shared with Fire Div.
Storage Closet (Adjacent to 3-Bay Garage Area)	1	10 x 10	100	medical supplies
3-Bay Garage Area				no circulation around vehicles
Emergency Medical Services Office Area Subtotal			1,402	
Fire Services Office Area				
Office	2	12 x 12	288	houses 3 full-time & 5 part-time staff
Fire Services Office Area Subtotal			288	
Department Subtotals				
Upper Level Shared Use Space Subtotal			3,968	
Lower Level Shared Use Space Subtotal			1,652	
Emergency Management Office Area Subtotal			710	
Emergency Medical Services Office Area Subtotal			1,402	
Fire Services Office Area Subtotal			288	
Miscellaneous Circulation, Walls, Etc. (30%)			2,406	
Current Total Department Floor Area			10,426	

EMERGENCY SERVICES
 EMERGENCY MANAGEMENT (EM)
 EMERGENCY MEDICAL SERVICES (EMS)
 FIRESERVICES (FS)

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Requested Spaces (5-Year) - All Divisions				
EM - Central Storage	1	20 x 20	400	climate controlled and secure
EM - Division Chief	1	14 x 16	224	anticipated staff growth
EM - Planner	1	12 x 12	144	anticipated staff growth
EMS - Central Storage	1	36 x 36	1,296	
Fire - Educator Office	1	10 x 10	100	anticipated staff growth
Fire - Inspector/ Investigator Office	4	10 x 12	480	anticipated staff growth
Fire - Storage	4	10 x 10	400	public education/ clothing/ plan review/ file
Fire - Interview/ Interrogation Room	1	10 x 10	100	
Fire - Evidence Room	1	10 x 10	100	housed currently in office cabinet
Fire - Plan Review Room	1	12 x 12	144	currently use conference or training rooms
Men's/ Women's Toilet	1	22 x 28	616	shared by all 3 divisions
Miscellaneous Circulation, Walls, Etc. (30%)			1,201	
Dedicated Emergency Operations Center (EOC)			TBD	
Requested Spaces Subtotal			5,205	
Department Subtotals				
Current Department Floor Area			10,426	
Requested Spaces (5-Year) Subtotal			5,205	
Total Department Floor Area - Current and Requested Spaces (5-Year)			15,631	
Additional Department Floor Area - 5-10 Year Projected Growth (7.5%)			1,172	
Total Department Floor Area - 5-10 Year Projected Growth			16,804	
Additional Department Floor Area - 10-15 Year Projected Growth (15%)			2,345	
Total Department Floor Area - 10-15 Year Projected Growth			17,976	
Emergency Medical Services - Current Stations				
Station 82			1,300	exclusive of 2-bay garage
Station 83			1,200	exclusive of 1-bay garage
Station 84			700	exclusive of 1-bay garage
Station 85			1,700	exclusive of 4-bay garage
Station 86			600	exclusive of 1-bay garage
Station 88			1,100	exclusive of 1-bay garage
Emergency Medical Services - Current Stations Subtotal			6,600	
Requested Emergency Medical Services Stations or Expansions				
Rockwell (immediate expansion)		1,200 /	1,400	with min. 2-bay garage
Cleveland (5 years +)		1,200 /	1,400	with min. 2-bay garage
I-85 Corridor (5 years +)		1,200 /	1,400	with min. 2-bay garage
Station 84 (replacement of existing station) (5 years +)		1,200 /	1,400	with min. 2-bay garage
Station 86 (replacement of existing station) (5 years +)		1,200 /	1,400	with min. 2-bay garage
Old Concord Road and Old Beatty's Ford Road (5 years +)		1,200 /	1,400	with min. 2-bay garage
Highway 801 Bear Poplar Area (5 years +)		1,200 /	1,400	with min. 2-bay garage
Requested Emergency Medical Services Stations Subtotal		8,400 /	9,800	

911 TELECOMMUNICATIONS

3.0

<i>Minimum Base Building (Current and 5-Year Needs)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Requested Spaces				
Backup 911 Facility			3,500	
Requested Spaces Total			3,500 *	

* The former headquarters location at 232 N. Main St. - 2nd Floor will be used as the requested backup facility.

NC DEPARTMENT OF PUBLIC SAFETY (PROBATION)

<i>Minimum Base Building (Current and 5-Year Needs)</i>	# Rooms	Room Size	Area (s.f.)	Notes
Shared Use Space				
Public Entry Lobby/ Vestibule	1	15 x 20	300	
Offender Lobby	1	10 x 15	150	
Men/ Women Restrooms	1	22 x 28	616	
IT/ Phone/ Data Room	1	10 x 20	200	
Utilities (Mechanical / Sprinkler / Electrical)	1	8 x 14	112	
Janitor/ Storage	1	4 x 6	24	
Shared Use Space Subtotal			1,402	
Offices				
Judicial District Manager	1	14 x 22	308	
Assistant Judicial District Manager	1	14 x 16	224	
Administrative Office Assistant	1	10 x 13	130	
Field Services Specialist (FSS Probation Officer)	1	10 x 13	130	
Chief Probation Officers	7	10 x 13	910	<i>5 officers + 1 vacant + 1 future</i>
Probation Officers (PPO's)	50	9 x 12	5,400	<i>40 current + 10 future</i>
Office Assistant	3	17 x 20	1,020	<i>2 current + 1 future</i>
Judicial Service Coordinators (Community Service)	5	9 x 12	540	<i>5 current + 1 future</i>
Officer Locker Room	3	10 x 15	450	
Workroom/ Office Supply Storage	2	10 x 16	320	
Conference Room (seating for 50)	1	30 x 35	1,050	
Breakroom (kitchenette, vending, tables/chairs)	1	15 x 20	300	
Offender Restroom (ADA compliant)	3	7 x 9	189	
Offender Drug Screening	1	10 x 16	160	<i>testing and specimen storage</i>
Computer Room (Offender Assesments)	1	12 x 16	192	
Storage - Confidential File	1	15 x 20	300	
Storage - General	1	10 x 20	200	
<i>*Staff Restrooms (see shared use)</i>				
Offices Subtotal			11,823	
Department Subtotals				
Shared Use Space Subtotal			1,402	
Offices Subtotal			11,823	
Miscellaneous Circulation, Walls, Etc. (30%)			3,968	
Total Department Floor Area - Current - 5 Year Projected Growth			17,193	**
Additional Department Floor Area - 5-10 Year Projected Growth (5%)			860	
Total Department Floor Area - 5-10 Year Projected Growth			18,052	
Additional Department Floor Area - 10-15 Year Projected Growth (10%)			1,719	
Total Department Floor Area - 10-15 Year Projected Growth			18,912	

** Space requirements for Current - 5 Year Projected Growth are met with all current facility locations noted below.
 Current total leased space is 10,002 square feet. Includes 122 E. Kerr Street location and new 420 N. Main Street location.
 3rd Floor Courthouse Area - Judicial Services (square footage undetermined)
 Crawford Building (square footage undetermined)

CLERK OF SUPERIOR COURT

3.0

SPACE NEEDS ASSESSMENT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Basement Level				
<i>includes -</i> Files/ Record/ Evidence Storage (all divisions)			10,800	<i>approximate interior footprint</i>
Break Room				<i>no sink, no refrigerator</i>
Maintenance Rooms				
Men's and Women's Restrooms				
Vertical Circulation (Elevator and Stairs)				
Miscellaneous Circulation, Walls, Etc.				
Basement Level Subtotal			10,800	
First Floor				
<i>includes -</i> Entry Lobby			10,800	<i>approximate interior footprint</i>
Cashiers Counter Area				
Cashiers/ Bookkeeping Office Area				5 employees
Civil Division				11 employees
Public Counter Area				
Public Records/ Judgement Books w/ Public Terminals				
Open Office Staff Area				
Child Support Office				
Vault				
Workroom/ Mailroom				
Break Room				
Criminal Division				19 employees
Cashiers Counter Area w/ Public Terminals				
Open Office Staff Area				
Copyroom				
Vault/ Evidence Storage				
Estates Division				3 employees
Open Office Staff Area				<i>includes copier and file storage</i>
Cut Through to Large Courtrooms				
Small Court Room				
Men's and Women's Restrooms				
Vertical Circulation (Elevator and Stairs)				
Miscellaneous Circulation, Walls, Etc.				
First Floor Subtotal			10,800	
Second Floor				
<i>includes -</i> Lobby			10,800	<i>approximate interior footprint</i>
Superior Courtroom				
Judge's Chambers				
Jury Deliberation Rooms				
Court Reporters Room				
Records Room				
Law Library/ District Court Judge's Office				
Jury Selection Room				
Grand Jury Room				
Men's and Women's Restrooms				
Vertical Circulation (Elevator and Stairs)				
Miscellaneous Circulation, Walls, Etc.				
Second Floor Subtotal			10,800	
Third Floor				
<i>includes -</i> Small Claims Courtroom			6,500	<i>approximate interior footprint</i>
Jury Room				
Juvenile Counselors (open office w/ cubicles in former round courtroom)				
Private Offices				
Break Room				
Adult Probation and Community Service				
Men's and Women's Restrooms				
Vertical Circulation (Elevator and Stairs)				
Miscellaneous Circulation, Walls, Etc.				
Third Floor Subtotal			6,500	

CLERK OF SUPERIOR COURT

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Department Subtotals				
Basement Level Subtotal			10,800	
First Floor Subtotal			10,800	
Second Floor Subtotal			10,800	
Third Floor Subtotal			6,500	
Current Total Building Floor Area			38,900	
Requested Spaces (5-Year)				
Estates Division				
Private Office	1	10 x 10	100	<i>add'l sq. ft. for anticipated staff growth</i>
Convert open office area to private offices				<i>currently no privacy with open office area</i>
Workroom	1	10 x 15	150	<i>separate from open office area</i>
File/ record storage	1	10 x 20	200	<i>separate from open office area</i>
Client waiting area	1	10 x 15	150	
Client meeting room	2	10 x 10	200	
Civil Division				
Additional open office staff area			100	<i>add'l sq. ft. for anticipated staff growth</i>
Workroom			100	<i>add'l sq. ft. for adequate size</i>
File/ record storage	1	10 x 20	200	
Criminal Division				
Additional open office staff area			100	<i>add'l sq. ft. for anticipated staff growth</i>
Workroom			100	<i>add'l sq. ft. for adequate size</i>
File/ record storage	1	10 x 20	200	
Evidence storage	1	10 x 10	100	<i>add'l sq. ft. for adequate size</i>
Requested Spaces Subtotal			1,700	
Department Subtotals				
Current Department Floor Area			38,900	
Requested Spaces (5-Year) Subtotal			1,700	
Total Building Floor Area - Current and Requested Spaces (5-Year)			40,600	
Additional Building Floor Area - 5-10 Year Projected Growth (1.5%)			609	
Total Building Floor Area - 5-10 Year Projected Growth			41,209	
Additional Building Floor Area - 10-15 Year Projected Growth (3%)			1,218	
Total Building Floor Area - 10-15 Year Projected Growth			41,818	

MAGISTRATE

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Office Building				
Lobby	1	12.5 x 14	175	<i>also used to perform weddings</i>
Magistrate's Office - East (semi-private)	1	7.7 x 23.3	179	<i>need to privatize for confidential issues</i>
Magistrate's Office - West (semi-private)	1	8.5 x 17.5	149	<i>need to privatize for confidential issues</i>
Officers Lounge	1	7.7 x 14	108	
Private Office - Transportation Coordinator	1	15 x 11.5	173	
Defendant Holding Area	1	14.5 x 22	319	
Fingerprint and Report Preparation Room	1	9 x 22	198	
Staff Toilet	1	6.5 x 8.5	55	
Miscellaneous Circulation, Walls, Etc. (18%)			244	
Office Building Subtotal			1,600	

Current Total Building Floor Area 1,600

Requested Spaces (5-Year)				
Interview Room	2	10 x 10	200	<i>to discuss issues with incoming public</i>
Workroom/ Office Supplies	1	10 x 16	160	<i>office equipment currently in hallway</i>
Breakroom	1	10 x 15	150	<i>appliances currently in hallway</i>
Officers Lounge	1	8 x 14	112	<i>add'l sq. ft. to accommodate staff</i>
General/ File Storage	1	10 x 10	100	
Miscellaneous Circulation, Walls, Etc. (30%)			217	
Requested Spaces Subtotal			939	

Department Subtotals

Current Department Floor Area	1,600
Requested Spaces (5-Year) Subtotal	939
Total Department Building Area - Current and Requested Spaces (5-Year)	2,538

Additional Building Floor Area - 5-10 Year Projected Growth (5%) 127

Total Building Floor Area - 5-10 Year Projected Growth 2,665

Additional Building Floor Area - 10-15 Year Projected Growth (10%) 254

Total Building Floor Area - 10-15 Year Projected Growth 2,792

GUARDIAN AD LITEM

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Office Area				
Program Assistant's Office	1	22.5 x 14.2	320	<i>also serves as entry lobby/ waiting area</i>
Private Office - Program Supervisor	1	11 x 18	198	
Attorney Advocate's Office	1	11.2 x 17.7	198	<i>also serves as breakroom</i>
Storage Closet	1	2 x 4	8	<i>offices supplies</i>
Toilet	2	6 x 8	96	
Conference Room (seats 12 people)	1	12.4 x 17.7	219	<i>some events need to accommodate 30-45</i>
Conference Alcove	1	6 x 5	30	<i>includes counter with sink</i>
Work Area	1	"L" Shaped Space	181	<i>also serves as hallway and file room</i>
Electrical Closet	1	3 x 6	18	
Miscellaneous Circulation, Walls, Etc. (30%)			380	
Office Area Subtotal			1,649	
Current Total Department Floor Area			1,649	
Requested Spaces (5-Year)				
Workroom/ Office Supplies	1	10 x 16	160	<i>separate from current hallway</i>
Breakroom	1	10 x 15	150	<i>separate from current office</i>
File Storage	1	10 x 10	100	<i>separate from current hallway</i>
General Storage	1	10 x 10	100	
Miscellaneous Circulation, Walls, Etc. (30%)			153	
Requested Spaces Subtotal			663	
Department Subtotals				
Current Department Floor Area			1,649	
Requested Spaces (5-Year) Subtotal			663	
Total Department Floor Area - Current and Requested Spaces (5-Year)			2,312	
Additional Department Floor Area - 5-10 Year Projected Growth (5%)			116	
Total Department Floor Area - 5-10 Year Projected Growth			2,427	
Additional Department Floor Area - 10-15 Year Projected Growth (10%)			231	
Total Department Floor Area - 10-15 Year Projected Growth			2,543	

DISTRICT ATTORNEY

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Office Area				
Open Entry Area	2	10 x 12	240	
Conference Room	1	10 x 26	260	
Private Office	8	10 x 10	800	
Private Office	3	10 x 12	360	
Copy Workroom	1	10 x 10	100	
Open Office Area	1	14 x 26	364	
Private Office	1	12 x 26	312	<i>includes private bathroom</i>
Storage Room	1	8 x 8	64	
Private Office (3rd Floor)	1	10 x 15	150	<i>needs to be part of main office area</i>
Miscellaneous Circulation, Walls, Etc. (30%)			795	
Office Area Subtotal			3,445	
Current Total Department Floor Area			3,445	
Requested Spaces (5-Year)				
Child Waiting Area	1	10 x 10	100	<i>area needs to be secure</i>
Victim/ Witness Waiting Area	1	10 x 12	120	<i>area needs to be secure</i>
Public Waiting Area	1	10 x 12	120	<i>area needs to be secure</i>
Breakroom	1	10 x 15	150	
File Storage	1	10 x 10	100	
General Storage	1	10 x 10	100	
Miscellaneous Circulation, Walls, Etc. (30%)			207	
Requested Spaces Subtotal			897	
Department Subtotals				
Current Department Floor Area			3,445	
Requested Spaces (5-Year) Subtotal			897	
Total Department Floor Area - Current and Requested Spaces (5-Year)			4,342	
Additional Department Floor Area - 5-10 Year Projected Growth (5%)			217	
Total Department Floor Area - 5-10 Year Projected Growth			4,559	
Additional Department Floor Area - 10-15 Year Projected Growth (10%)			434	
Total Department Floor Area - 10-15 Year Projected Growth			4,776	

SENIOR RESIDENT SUPERIOR COURT JUDGE

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
Office Area				
Private Office - Senior Resident Superior Court Judge	1	16 x 19	304	
Open Office - Trial Court Administrator	1	14 x 19	266	
Staff Bathroom	1	6 x 8	48	
Office Area Subtotal			618	
Current Total Department Floor Area			618	
Requested Spaces (5-Year)				
Private Office - Senior Resident Superior Court Judge	1	16 x 19	304	<i>to be available if add'l judge assigned</i>
Open Office - Support Staff	1	14 x 19	266	<i>to be available if add'l judge assigned</i>
Staff Bathroom	1	6 x 8	48	<i>to be available if add'l judge assigned</i>
Breakroom	1	10 x 10	100	
Storage Closet	1	6 x 6	36	
Miscellaneous Circulation, Walls, Etc. (30%)			226	
Requested Spaces Subtotal			980	
Department Subtotals				
Current Department Floor Area			618	
Requested Spaces (5-Year) Subtotal			980	
Total Department Floor Area - Current and Requested Spaces (5-Year)			1,598	
Additional Building Floor Area - 5-10 Year Projected Growth (7.5%)			120	
Total Department Floor Area - 5-10 Year Projected Growth			1,718	
Additional Building Floor Area - 10-15 Year Projected Growth (15%)			240	
Total Department Floor Area - 10-15 Year Projected Growth			1,838	

ROWAN PUBLIC LIBRARY

3.0

<i>Minimum Base Building or Floor Area (Current)</i>	<i># Rooms</i>	<i>Room Size</i>	<i>Area (s.f.)</i>	<i>Notes</i>
<u>Headquarters Library - Salisbury</u>				
Current Facility			41,736	
Local History and Genealogy Research Library			4,264	
Headquarters Subtotal			46,000	
<u>East Branch Library - Rockwell</u>				
Current Facility			10,000	
East Branch Subtotal			10,000	
<u>Frank T. Tadlock South Rowan Regional Library - China Grove</u>				
Current Facility			23,500	
South Branch Subtotal			23,500	
<u>West Lending - Cleveland</u>				
Current Facility			200	<i>honor system lending facility</i>
West Lending Subtotal			200	
<u>Department Subtotals</u>				
Headquarters Subtotal			46,000	
East Branch Subtotal			10,000	
South Branch Subtotal			23,500	
West Lending Subtotal			200	
Department Total			79,700	
<u>Requested Spaces/ Facilities - All Locations</u>				
Local History and Genealogy Research Library - Separate Facility from Headquarters			10,000	<i>interest in co-location with Register of Deeds</i>
Headquarters (offices/ storage/ conferencing/ study rooms/ patron seating/ teen area/ kitchen)			4,000	<i>available if H&G library is separated/ BOE moves</i>
East Branch - Addition			10,000	
West Branch - New Full-Service Library			10,000	
Requested Spaces/ Facilities Subtotal			34,000	

4.0_PROGRAMMING WORKSHEETS



adwarchitects
environmentsforlife

architecture

planning

interiors

ROWAN COUNTY – FACILITIES MANAGEMENT

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

Facilities Management repairs and maintains county buildings and grounds. Makes and installs road signs for private and state roads. Assist in elections and other needs of county departments.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Don Bringle – Director – Oversees Facilities Management staff, projects and budgeting

Joni Hobbs – Administrative Secretary V – Assist the Director with budgeting, projects and staff needs. Supervisor to Custodial Worker. Schedules and enters vehicle maintenance services.

Gregg Seaford – Maintenance Supervisor – Oversees landscaping crew, maintenance staff and contractors

Scott Souther – Maintenance Supervisor – Oversees plumber, carpenter and maintenance staff. HVAC Tech for county facilities

Ron Doby – Plumber - Maintains and repairs plumbing needs and completes work request

Jonathan Evans – Maintenance Mechanic I – Landscaping crew

Benny Kluttz – Maintenance Mechanic I – Landscaping crew

Heith Kluttz – Sign and Marking Crewleader – Makes and installed street signs and various signs for facilities

Richard Major – Maintenance Mechanic II – Completes work orders, delivers supplies, and helps maintain county facilities

Craige Myers – Carpenter – Repairs and installs locks, does remodeling and various wood work needs for county, completes work request

Wesley Rhyne – Maintenance Mechanic II – Assist with HVAC, completes work request

Joe Robinson – Maintenance Mechanic II – Assist carpenter with locks needs, completing work request and wood work

Roxanne Smitley – Maintenance Mechanic I – Completed work orders, delivers supplies and helps maintain county facilities

Sharon Morgan – Custodial Worker – Staffed at the Courthouse. Prepares courtrooms for Judges, cleans and assist with needs of Courthouse staff and public

3. Physical Facilities / Operations:

a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

The facility has five offices in the main area with closets for storage. Front office is secured and has small workroom for copier and other office equipment. A conference room, kitchen area and restrooms are also located in the main part. The warehouse/shop area has an abonnement amount of storage for DSS and Health Department files, Sheriff and EMS departments, surplus, supplies and maintenance items. There

are four offices, two which are being used by our sign tech and carpenter. HVAC, plumbing, welding, and landscaping all have work stations and storage for tools and supplies. Carpenter has enclosed workshop. There are three restrooms in warehouse area, two with showers. Staff also has full kitchen and breakroom. A secured room for all county master keys is located in this area.

b. What activities actually take place in the present spaces?

Warehousing storage for janitorial supplies, lighting, HVAC supplies, general and surplus storage). Sheriff Department, DSS, Health Department, and EMS storage, Sign shop office (conditioned work space for computer and sign equipment), Carpentry shop (exhaust filter and conditioned), Welding and sheet metal shop, Secured key room, Plumbing shop area with work table, Lawn maintenance and storage, Secured vehicle parking (inside and outside of building), HVAC shop area and work table, Staff offices (need 4), Conference/training room, Breakroom, Shower area, Vehicle/Equipment work area, Blueprint storage

c. Describe your department's interaction with the public.

Limited to walk in traffic and phone calls

d. Describe your department's need for private conferencing space.

Training and personnel discussions, vendors and contractor

e. Describe any special security needs for your department.

Fire System, Secured fencing (outside storage must be securely fenced in), Card readers at all entry doors, Electronic gate with card reader and Aiphone (visual communication), Remote entry for roll-up doors, Secured space for Sheriff, DSS and Health Department items, Outside lighting and cameras

f. Describe your department's role as a state/federal emergency receiving site for Rowan County.

EMS National Disaster Program and Pandemic Distribution Center for National Disaster

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

The facility is centrally located in the County. It has adequate storage and room for expanded growth. It is easily accessible from main highways and fuel supply. Facility has easy access for unloading delivery trucks.

5. Equipment:

List all major equipment you use and describe its use.

*Vehicles –Transportation for staff going from building to building.
Tractor & Attachments – Snow removal, landscaping projects
Commercial Mowers – Landscaping facilities
Numerous lawn care equipment – Assist with landscaping
Commercial Air Compressor – Sign shop, wood working shop
Special HVAC Tools – Used for repairs and maintenance
Special Plumbing Tools – Used for repairs and maintenance*

Carpentry Equipment – Used for repairs and maintenance. Building needs for county departments
Welding Equipment – Used for repair and maintenance
Cutting Torch – Used for repairs and maintenance
Sheet Metal – Used for repairs and maintenance
Heavy haul pull trailers – Landscaping, moving departments, hauling surplus
Dump Truck – Snow removal, hauling surplus, landscaping

6. Storage:

Describe your department's storage needs.

Storage for all County departments as needed. Secured storage for scrap metal pile, landscaping equipment, and surplus.

7. Spatial Relationships/ Adjacencies:

a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

Facility houses DSS and Health Department files also storage for Sheriff's Department and EMS.

b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

NA

Future Services and Facilities

1. Changes in Department Structure/Services:

a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

New facility would be needed due to Rowan County Airport growth

b. What do you foresee the space requirements being for these changes, if any?

New location due to Airport growth.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

In five years we foresee addition growth in HVAC, plumbing, and certified electrician. As county buildings and facilities develop there must be staff to support the growth.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Compact forklift for loading and unloading storage shelves, Snow removal equipment, Vehicles due to personal growth, Bobcat with hauling trailer, Small scissor with trailer, Large service trailer with front end loader, Backhoe with trailer for hauling

4. Storage:

What new storage needs should be planned for in the future?

Current location is adequate.

5. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

High voltage for equipment, Extra ventilation and filtration for welding and carpentry areas, high ceilings for storage, special lighting over work station areas, sign shop must be conditioned due to equipment, cable for weather conditions, fax, phones, computers, special needs area for safety (eyewash station, shower), flammable storage and chemical storage, secured entrance for public access, compressed air delivery to areas, auto/ leveling loading dock

6. Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

Restrooms, Break Room, Work Spaces, Warehouse Area, Conference Room, Interior/Exterior Parking, Copier, Fax

Comments / Concerns

1. Miscellaneous Comments/Concerns

NA

Any comments or concerns not referred to in the questions above.

NA

ROWAN COUNTY – PARKS AND RECREATION

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

Rowan County Parks and Recreation consist of five parks located in the eastern, western, northern part of Rowan County. Our parks were designed to be passive parks. Dan Nicholas Park consist of 450 acres, Ellis Park 13 acres, Sloan Park 100 acres, Dunn's Mountain Nature and History Preserve is 82 acres, Eagle Point is a passive park with 100 acres. Therapeutic Recreation is located at Ellis Park and Senior Games and Silver Arts operate out of Ellis Park. We have over 750,000 visitors to our park in a year. Nature programming to school students exceed 25,000 each year and we have school representatives in 27 counties out of 100 counties in the state and 4 counties in South Carolina.;

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Don Bringle – Director of Rowan County Parks and Recreation – oversees all five Rowan County Parks Dan Nicholas Park:

Phyllis Cornelison – Administrative Secretary V – Responsible for all payable's and deposits for all parks, payroll, budgets, park board and responsible for the office. Coordinates the Autumn Jubilee.. She has one permanent part time assistant.

Patricia Connor – PTB Office Assistant III – Works 30 hours a week. Assistant the Administrative Secretary with deposits and part time payroll. Works with company outings setting up tickets for them.

Andrea Baucom – Special Events Coordinator – she is in charge of concessions, train and carousel, mini golf, paddle boats, splash pads and fishing. She schedules employees to work in these sites and is there manager. She supervises 45 part time employees throughout the year. She schedules school programs and shelters for DNP

Jim Byrd – Park Maintenance Supervisor – Oversee all maintenance in the five county parks. Does all maintenance and repairing of mowers and etc, keeping parks in good shape and building new projects in the parks. Does plumbing, electrical, tree cutting, landscaping. Has three full time employee's at Dan Nicholas Park and 8 part time employees. On call 24/7 for emergencies.

Mills Smith – Park Maintenance II – Assist Jim Byrd with all maintenance in the parks. Does mowing cleaning grounds, maintaining equipment, fixing and repairing anything that break down and etc. Supervises maintenance staff when Maintenance Supervisor is not in park.

Michael Wilson- Park Maintenance I – Does mowing, cleaning of grounds,

Joe Geter – Park Maintenance I – Does mowing, cleaning of grounds.

Alan Fullam – Gem Mining Supervisor – Supervises the gem mining operations. Ordering supplies and resale items and gems for the mine. He has 8 part time employees. Responsible for 7 day operation. He cuts gem stones for the public and mounts into rings, necklace's and etc. He also provides programming for school students and the public.

Carol File – Campground Supervisor - Supervises the campground. The campground has 68 sites and 6 cabins. Supervises 3 part time employees and 5 volunteers Does daily registration for campers. Cleans campgrounds two shower houses and cleans fire pits at all campsites. Does programming for campers throughout the year.

Bob Pendergrass – Nature Center Supervisor – Supervises two full time staff and 15 part time staff, 10 Davidson County College interns and 5 volunteers. Responsible for health and safety of all animals in the Wildlife/Barnyard area. He does on site and off site programming. Has to be available 24/7.

Michael Lambert – Naturalist – Cares for the animals, does programming with school students and program activities. Supervises 15 part time employees, interns and volunteers.

Assistant Naturalist - Position Open at present time – this person assistant the Naturalist with programming, caring for the animals. Supervises part time staff when Supervisor and Asst. Naturalist is not in park.

Ellis Park

Craige Farmer – Park Supervisor – Supervises one full time staff and 3 part time staff. Responsible for daily operations and scheduling of Ellis park. Does mowing and all maintenance work inside the building and outside. Drags and has ballfields ready for all ball games and opens concession stand. On call 24/7.

Jeffrey Germano – Park Maintenance I – Assist Park Supervisor. Helps maintain the park facilities and grounds.

Therapeutic Recreation (Ellis Park)

Vernice Gallon – Therapeutic Recreation Supervisor- Supervises one full time staff and oversee the Senior Games Coordinator. Schedules programming and events for the Special Needs adults and children. Reports monthly to a Therapeutic Board.

Edward Hailey – Therapeutic Recreation Specialist – Assist Supervisor with all programming.

Phyllis Loflin – Senior Games Coordinator – Supervises volunteers in her programming. She coordinates Senior Games and Silver Arts programming. She has over 650 participants.

Sloan Park

Rocky Cain – Park Supervisor – Supervisor of Sloan Park which is a passive park. Does all maintenance and cleaning of the park. Has 3 part time employees. Responsible for 7 day operation. Schedules all events held at the park plus all shelter reservations. On call 24/7.

Dunn’s Mountain Nature and History Preserve

Has two part time employees that work a varied schedule depending on season of year. Open in season Wednesday thru Sunday and off season two weekends a month.

Eagle Point Nature Preserve

No staff assigned to work full time. Have one part time staff that opens and closes the park and rides the trails to check for safety concerns. Park open on Friday, Saturday and Sunday.

3. Physical Facilities / Operations:

a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

a. *Dan Nicholas Parks consist of Concession stand, Hurley Station with train and carousel, Gem Mine, Campground, Nature Center, Mini Golf Course, Maintenance Building and storage, Amphitheater, Teacher Auditorium and Offices combined, Shelters, Cabins.*

b. *Ellis Park has ball fields, ceramic room, game room, playground, equestrian and disk golf.*

c. *Sloan Park has playground, trails, historic mill Kerr Mill and shelters.*

b. What activities actually take place in the present spaces?

General public visitation to all areas.

c. Describe your department’s interaction with the public.

All staff has daily interaction with the public seven days a week.

- d. Describe your department's need for private conferencing space.

None

- e. Describe your special security needs.

We have security at all point of sale, we have fire and security on all buildings in all parks. We employee deputies on weekend and holiday at DNP only during season.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

A. Concession stand/office at DNP needs to be larger. Campground store needs to be larger at DNP. Need a larger teaching auditorium at DNP. Need private offices for secretary's and director needs a office. Need additional restrooms at DNP. Ellis Park: Need private offices in Therapeutic Recreation

5. Equipment:

List all major equipment you use and describe its use.

Service trucks at each park. Tractors, bobcat, large lawn mowers, chain saws and yard equipment.

6. Storage:

Describe your department's storage needs.

Not enough. Need more storage for security and files.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

None

- b. What physical space relationships do the personnel listed in your Department bear to each other? *(i.e. which staff needs to be located adjacent to each other?)*

Shared Offices

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Park needed in Southern park of county.

- b. What do you foresee the space requirements being for these changes, if any?

25 to 100 acres

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

At DNP: Maintenance needs must grow by 2 full time people, Nature Center plus one on full time staff. Future park in southern park of county would require 2 full time and 10 part time.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Playground and recreational equipment at all parks and more shelters

4. Storage:

What new storage needs should be planned for in the future?

Offices and security

5. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Wi Fi needs at all parks, audio/visual capabilities in auditorium.

6. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

Staff has to share all of this at present time.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

ROWAN COUNTY – HEALTH DEPARTMENT

Existing Services and Facilities

1. Introduction:

Our mission is to provide and to encourage the provision of quality public health programs that protect and promote health, prevent and control disease, reduce and rehabilitate disability, as well as establish and maintain healthful lifestyles in a safe environment. This will be accomplished by assessing local health needs, developing public health policies, and assuring delivery of needed community services.

We provide the following services below. Appointments are necessary for most health-related services:

Family Health Services - Provides well and sick care for families with Medicaid, Health Choice, and self-pay clients. Services include physical exams for adults who are established patients, physical exams for children and women's health services.

Family Planning - Family Planning services including exams, birth control, education and counseling are provided to women and men.

Health Education - Health Educators help individuals and communities adopt a healthy lifestyle through programs, including Health Link, Healthy Rowan!, Rowan Partnership for Community Health, and Youth In Action Against Tobacco Council.

Immunizations - Required immunizations are provided to children birth through the age of 18 at no charge. Measles, Mumps, and Rubella (MMR) and Hepatitis B are provided to adults but there may be a charge. Tetanus boosters are provided at no charge. Flu vaccines are provided in the fall. Pneumonia is provided according to the current fee schedule.

Prenatal Services - Prenatal care is provided to low-income residents of Rowan County by health department staff and local obstetricians on Mondays and Thursdays from 8-12.

Smile Center for Children - Two dentists and dental health staff provide dental care in a clinic setting to children through 18 years of age.

Women, Infants, & Children (WIC) - A nutritional program for women, infants and children that provides nutritional information and vouchers for healthy foods at no cost. Applicants must be seen by WIC staff to determine eligibility by appointment only.

Care Management - Specially trained social workers provide assistance to families with children birth-five years who are at risk for developmental delays, and to women and their families who desire help finding resources and services to meet their needs during pregnancy.

Environmental Health - Located at 402 North Main Street in Salisbury. Services include inspection of food establishments, public/private schools, motels, child care centers and public swimming pools; Inspection of wells and septic systems; Collection of private well water samples; Investigation of child lead poisoning cases.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Personnel are listed by department/program:

Dental:

- *Luis Crespo - Contract Dentist*
- *Samantha Welton - Dentist*

- *Hailey Bass, Angel Brown, and Natalie Bailey - Dental Assistant II; Assists doctors with dental procedures.*
- *Michelle Reid-Dental Hygienist. Responsible for cleanings, xrays, and fluoride.*
- *Patricia Curtis - Front Office Assistant. Responsible for all scheduling, phone calls, billing needs, reports*

WIC:

- *Shanelle Wilkey, WIC Director/Nutritionist III - Major job duties include responsible supervisory and administrative work over the Women, Infants, and Children (WIC) Supplemental Food Program.*
- *Pam Allman, WIC Office Supervisor V, Vendor Representative; Major job duties include extremely responsible clerical work including supervisory responsibility.*
- *Phyllis Siler, WIC Office Assistant III; job duties include providing clerical support for the Supplemental Food Program for Women, Infants, and Children (WIC) Division;*
- *Anay Graham, WIC Office Assistant IV; job duties include having responsible clerical work involving making independent decisions on client eligibility for the Supplemental Food Program for Women, Infants, and Children (WIC).*
- *Sandra Romero, WIC Office Assistant IV; job duties include having responsible clerical work involving making independent decisions on client eligibility for the Supplemental Food Program for Women, Infants, and Children (WIC).*
- *Zully Hardaway, WIC Office Assistant IV; job duties include having responsible clerical work involving making independent decisions on client eligibility for the Supplemental Food Program for Women, Infants, and Children (WIC).*
- *Kathy Bradshaw, Nutritionist II; job duties include professional public health work in nutritional assessment and counseling primarily for recipients of a variety of departmental programs.*
- *Ruth Gagliardi, Nutritionist II; job duties include professional public health work in nutritional assessment and counseling primarily for recipients of a variety of departmental programs.*
- *Leigh Fletcher, Nutritionist II, BFPC Manager, BF Coordinator; job duties include professional public health work in nutritional assessment and counseling primarily for recipients of a variety of departmental programs.*
- *Pam Jordan, Nutritionist II; job duties include professional public health work in nutritional assessment and counseling primarily for recipients of a variety of departmental programs.*
- *Cynthia Dillingham, Nutritionist II (Part-time); job duties include professional public health work in nutritional assessment and counseling primarily for recipients of a variety of departmental programs.*

Finance/ Administration:

- *Nina Oliver – Public Health Director – provides direction and manages all health department programs*
- *Charles Drake – Finance Officer – manages the health department’s finances*
- *Doeun Kean – Billing – located in a different area – processes billing*
- *Madeline Torres – Accounts Payable – processes invoices*
- *Miranda Holshouser – Billing – processes billing*
- *Julie Bare – Vital Records – receptionist, processes vital records*
- *Ashley Grier – Office Supervisor – located in a different area – supervises 7 office assistants who setup and process patient appointments*
 - *Xochitl Calabro-Office Assistant at registration*
 - *Marsha Niederman- Office Assistant at registration*
 - *Ruth Lozano- Office Assistant for Immunization Clinic*

- *Melissa Vinson- Office Assistant for Prenatal Clinic*
- *Sherry Wolf- Office Assistant for Family Health Services*
- *Brenda Miller- Office Assistant for Family Health Services*
- *Teresa Owens- Office Assistant for Client Payments*

Environmental Health

- *Tad Helmstetler, Supervisor*
- *Ruth Leonard, Secretary*
- *Jeff Link, EH Program Specialist*
- *Greg McNeely, EH Program Specialist*
- *Tonya Zimmerman, REHS*
- *Barbara Davis, REHS*
- *Debra Harmon, REHS*
- *Steve Cannon, REHS*
- *Andrew Daywalt, REHS*

Allied Health/ Care Management Program

- *Steve Joslin - Allied Health Manager/Social Work Manager – Manage Health Education, Health Link and Care Management staff and programs. Also responsible for Community Health Assessment, State of the County Health Reports, Customer Satisfaction, HIPAA privacy, Health Department Website and Healthy Rowan Coalition. Office space allowing staff supervision with more than 1 staff at a time required.*
- *Karla Aldridge - Allied Health Secretary IV – provides direct support to Allied Health Manager, Health Education and Care Management programs and staff. Needs to be located near Allied Health Manager.*
- *Amy Smith, Cynthia Dillingham - Health Education Specialist - 2 staff; Assessing Individual and Community Needs for Health Education, planning Health Education Strategies, Interventions, and Programs, implementing Health Education Strategies, Interventions, and Programs, conducting Evaluation and Research Related to Health Education , administering Health Education Strategies, Interventions and Programs, serving as a Health Education Resource Person.*
- *Beverly Kerr, Judith McCullen - Health Link Social Worker I – 2 staff; Health Link staff provide both group and intensive home visitation family support services based on critical program elements identified by Healthy Families America.*
- *Gina Anderson, Kandee Breedlove, Misty Crews, Tong Lee, Kerry Martin, Shelly Peeler, Kari Shepherd, Cynthia Smith, Erin Telfer Patricia Walton - Care Management Social Worker II/RN – 9 Social Workers and 1 nurse (RN) provide Care Management services to families with children birth-five years of age who have long-term medical conditions and/or are dealing with challenging levels of toxic stress and/or are referred by a medical provider; and pregnant women who are determined to be at risk for poor birth outcomes. Contacts are required and made by phone, via home visits, office visits, and in medical practices throughout the county. Interview rooms with network access (for EMR entries) and privacy during interviews required.*

Personal Health Program

- *Baty, Diane -Registered Nurse, PHN II - Provides clinic services, gives immunizations, assist nurse practitioner or other providers*
- *Beam, Brian-Registered Nurse, PHN II - Provides clinic services, provides lead and communicable disease follow-up, assist nurse practitioner or other providers*
- *Bell, Selena -Registered Nurse, PHN II-Provides clinic services for pregnant women, works with the obstetrical providers, and give immunizations*

- *Burch, Hilda-Interpreter/Translator -Provides interpretation and translation services for Spanish speaking clients*
- *Griffis, Terrill-Pharmacy Technician - Maintains inventory, orders medications/supplies, works with pharmacist to label medications and track medication usage*
- *Heilig, Patty -Office Assistant - Supports Personal Health and some Finance Functions*
- *Holman, Julie-Laboratory Technician - Provides lab services for health department clients and others as required by health department programs*
- *Lowman, Jeane- Registered Nurse, PHN II - Provides clinic services, assists nurse practitioner or other providers; provides communicable disease follow-up; provides immunizations*
- *Mathew, Ann -Registered Nurse, Nurse Practitioner - Provides medical services to clients seeking services through family health service clinic*
- *McLaughlin, Robin - Registered Nurse, Nursing Supervisor II - Provides supervision and management for Immunization, Communicable Disease, and Public Health Preparedness and Response programs, pharmacy and laboratory functions*
- *Miller-Bost, Tyler- Registered Nurse, Nurse Practitioner - Provides medical services to clients seeking services through family health service clinic*
- *Owen, Sharon-Registered Nurse, Nursing Director - Provides supervision and management of personal health services and associated programs*
- *Roldan, CarmenInterpreter/Translator - Provides interpretation and translation services for Spanish speaking clients*
- *Singha, KritsanaRegistered Nurse, PHN III - Serves as Clinic Coordinator, providing operational supervision of family health services clinic*
- *Smith, Ann - Registered Nurse; Nursing Supervisor II - Provides supervision and management for maternal health, child health, family planning and primary care services*
- *Steele, Kelly - Registered Nurse, PHN II - Provides clinic services for pregnant women, works with the obstetrical providers, and gives immunizations; also works in family health services clinic and assists the nurse practitioner or other provider*
- *Thompson, Pam - Registered Nurse, PHN III - Clinic Coordinator for prenatal clinic, provides clinic services for pregnant women, works with the obstetrical providers, and give immunizations, provides pap test follow-up*
- *Vest, Joan - Registered Nurse; PHN III - Clinic Coordinator; works in family health services clinic and also serves as lead nurse for immunization clinic services*
- *Worley, Angela - Registered Nurse, PHN II - Serves as public health preparedness and response nurse and lead communicable disease nurse*

3. Physical Facilities / Operations:

Physical facilities / operations are listed by program/ department:

DENTAL

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)
 - *Five dental operatories where dental needs are met (operative, prophylaxis, or ER's).*
 - *Two bathrooms. One for staff and one for patients.*
 - *Front office for office staff to tend to patients as they enter and exit from their appointments.*
 - *Nitrous room where nitrous tanks are stored and serviced.*

- *Central Sterilization where instruments are cleaned and sterilized for patient use.*
- *Waiting room.*
- *Room for mechanical items, such as compressor and vacuum, which run the dental units.*
- *Area where dentists have computer access, which is also a storage area for personal belongings as well as extra dental supplies.*
- *Chart room where charts and additional office supplies are stored.*
- *Pano room where a future pano machine can be installed.*
- *All above mentioned areas are small. Op rooms and sterilization approximately 9x10 to 10x12.*

b. What activities actually take place in the present spaces?

See above.

c. Describe your department's interaction with the public.

Direct interaction with patients during patient appointments and interaction with parents/guardians about services provided to their children.

d. Describe your department's need for private conferencing space

Privacy space in and around operatories to discuss HIPAA related topics.

e. Describe any special security needs for your department.

Clinic rooms and operatories from waiting room should only be accessible by badge-reader only.

WIC

a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

WIC currently uses a:

Waiting room-unsure of size

Filing cabinet storage space-approx. 10 x 20

Copy space-space is just big enough for the copier

Fax workroom-shared with medical records or shared with mail room

WIC Director office-approx. 10 x 13

Office supervisor office- approx. 4 x 7

Front desk office assistant III space-10 x 10

Nine cubicles for staff-all approx. 8 X 10 each

Conference room for staff training/meetings-unsure of size

Storage room-approx. 10 x 20

Cabinet space for storing materials- approx. 4 x 10

Breakroom-unsure of size

b. What activities actually take place in the present spaces?

Waiting room-clients wait until called back for appointment

Filing cabinet storage space-file current WIC participants and terminated participants

*Copy space-making copies and printing
Fax workroom-faxing
WIC Director office-WIC Director activities
Office supervisor office-Office Supervisor activities
Front desk clerk space-registering clients
Nine cubicles for staff-process program applications by obtaining confidential income information as well as performing nutrition assessments. Signing for receiving food benefits. Issuing breastfeeding supplies and also vacant cubicles used by clients to breastfeed.
Conference room for staff training/meetings
Storage room-storing voucher receipts, breastpumps
Cabinet space for storing materials
Breakroom*

- c. Describe your department's interaction with the public.

WIC staff works with the public everyday. Process WIC applications with the public and issue food benefits to the public.

- d. Describe your department's need for private conferencing space.

It is very crucial for WIC staff to have private conferencing space with doors as WIC staff obtain confidential financial information and protected health information from clients at each visit.

- e. Describe any special security needs for your department.

We need locks on doors and locks on cabinets to secure food instruments and medical supplies, breastfeeding supplies, inventory (i.e. pumps, formula)

FINANCE / ADMINISTRATION

- a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, break room, etc.)

In the Admin office we have two offices for the health director and the finance officer, and four desk/work spaces. We have a conference room beside the health director's office, a unisex bathroom, a mail room, coat closet, and a server room.

In prenatal/immunization there is one office for check in with two work spaces. In client payments there are two work areas in on office space. In family health services there is one office area with two work stations. At the appointment desk/registration there is one office space with three work areas. In medical records there are two work areas.

- b. What activities actually take place in the present spaces?

Clerical work, private phone calls, working with computers, some meetings.

- c. Describe your department's interaction with the public.

The public stops by the front window to ask questions, get directions, and drop off death certificates/vital records. They will also knock on our door many times because they are confused as to where to go (signage is an issue).

Areas at registration/appointments are used to schedule clients for appointment, register new client into the system, and complete dental eligibility. Areas in prenatal, immunization and family health services are used to check clients in for their appointments. Areas in client payments are used for check out, to address billing concerns and to request medical records

- d. Describe your department's need for private conferencing space.

We use three conference rooms depending on the space needed and availability. One is the hall conference room which fits about up to 25-30 people if it was empty. It seats 10 people at the table and 8 side chairs and is the one we use most often for small meetings. The community room can fit about 80 people. We hold staff meetings and our Board of Health meetings in this room. Our third conference room is beside the health director's office. We use this one for small quick meetings that occasionally pop up and the other conference rooms are being used or when we have a guest that needs a place to set up a temporary desk.

- e. Describe any special security needs for your department.

We have inside security cameras and we are adding outside security cameras to monitor the parking lot. It would be good to have a screening area at the front lobby.

The medical records area has to be locked at all times and the filing area must also be able to lock after hours. There are two silent alarms located in the facility: one at the front desk of administration and one in client payments. There is an additional need for more silent alarms in the check in areas where the process of taking payments has begun. Client payments and the two check in areas have locked money drawers and are secured areas.

ENVIRONMENTAL HEALTH

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

Five office spaces.

- 1. 14'X27" approx. Office space for Onsite.*
- 2. 15'X15" approx.. Conference room and file storage.*
- 3. 19'X14" approx.. Office space for F&L and equipment storage.*
- 4. 14'X10' approx.. Equipment storage for Onsite.*
- 5. 34'X24' approx.. Secretary's desk, file storage, public lobby and break room.*

All employees have desks for office work. We have one conference room which is sufficient. Food and Lodging is crowded in their office space. Onsite has adequate office space.

- b. What activities actually take place in the present spaces?

We deal with the public on a regular basis. They come to the office to apply for services and receive documentation. Our office location is conveniently near Planning and Zoning and Building Inspections

- c. Describe your department's interaction with the public.

Same as above

- d. Describe your department's need for private conferencing space.

- e. Describe any special security needs for your department.

ALLIED HEALTH / CARE MANAGEMENT PROGRAM

- a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

Allied Health Manager's office (11x9), Reception/Secretary area (11x9), 4 work cubicles (6x6) for staff, Library/Conference Room (11x12) with two walls of cabinet and shelf storage, 5 storage cabinets, two file cabinets for storage, One large laminator. Care Management: One Interview room with desk, chairs, 2 storage cabinets for materials, 10 work cubicles 5x6 for staff desks, computers, phones. Access to a conference room for webinars, trainings and audits.

- b. What activities actually take place in the present spaces?

Work spaces: Telephone calls, work on computers including electronic medical record entries; conferring with staff, staff supervision, Access to a conference room: for webinars, trainings, interagency meetings and audits. Interview Room: interview clients/families.

- c. Describe your department's interaction with the public.

Meetings with agency representatives, public who are here making inquiries into programs; Community agencies and organizations making referrals to programs; hosting regional meetings.

- d. Describe your department's need for private conferencing space.

Private space needed for interviews that allow complete protection of health information (HIPAA compliant) being exchanged with clients/families, and reviewed and discussed by appropriate agency staff. At least two rooms are needed for these activities, complete with Network access and telephones. All staff should have private offices with doors to promote privacy and confidentiality when working with clients, patients, families, agencies.

- e. Describe any special security needs for your department.

PERSONAL HEALTH PROGRAM

- a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

Personal Health Services includes clinic space and associated waiting room, receptionist, storage, bathroom, pharmacy and laboratory space. Additionally office space is included for supervisory staff.

Personal Health Services includes the following physical facilities:

- *Exam rooms - 17 – approximately 12' X 15'*
- *Interview or Screening Rooms – 2 - approximately 12' X 15'*
- *Nursing Stations – 3 – approximately 20' X 20'*
- *Immunization Clinic and storage area – approximately 22' X 30'*
- *Storage rooms for clinic supplies – 4 – approximately 6' X 16'*
- *Storage room for BT supplies – 1 – approximately 5' X 12'*
- *Storage room – approximately 12' X 15'*
- *Cubical area for staff – Approximately 94' X 12'*
- *Seven individual restrooms in clinic and laboratory areas – each is approximately 6' X 6'*
- *Pharmacy, Main – approximately 13' X 16'*
- *Pharmacy, clinic – approximately 5' X 6'*
- *Laboratory – approximately 29' X 14'*
- *Laboratory blood draw area – approximately 16' X 11'*
- *Laboratory waiting room – approximately 34' X 10'*
- *Family Health Services waiting area - approximately 38' X 14'*
- *Account/Check Out Waiting Area – approximately 14' X 10'*
- *Prenatal and Immunization Waiting Area – approximately 26' X 12'*
- *FHS Receptionist Area – approximately 14' X 8'*
- *Prenatal Receptionist Area – approximately 10' X 8'*
- *Account Receptionist Area – approximately 14' X 20'*
- *Personal Health Service Office Area (5 offices & reception area) – approximately 34' X 26'*

b. What activities actually take place in the present spaces?

Shared space includes a large community room and two smaller conference rooms for meetings; an administrative workroom for mail, fax and mailboxes for management team; break room and two individual restrooms for staff; public rest rooms for men and women, three stalls each; medical records storage room and appointment reception area. Staff in-services, webinars, trainings, meetings that involve other community agencies, and board of health meetings take place in the conference rooms. The break room is used for staff lunch and restroom breaks and also stores the recycle receptacles for the agency.

c. Describe your department's interaction with the public.

Personal Health Services and the Health Department has daily and continuous contact with the public, providing health services and health data; serves as observation for students from various health related fields; serves as resource for community providers, especially regarding communicable disease; and takes general calls related to health matters from the general public, businesses, schools, child care providers, etc.

d. Describe your department's need for private conferencing space.

Private conferencing space is needed by management team members when meeting with staff regarding work and or disciplinary issues. There is also a need for additional office meeting space for

the various sections when meeting together with other supervisors and/or when committee and/or planning meetings are taking place (frequently).

- e. Describe any special security needs for your department

Security needs are related to assuring that clients do not have free access to areas of the building where their visit/need does not warrant them being there. There is need for office security as clients have access to some office areas due to the building configuration and no security badge access being present. Also, some areas of the lab and clinic areas need additional security.

4. Physical Facilities “Character”:

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

One main entry door to health department is turned off, which perplexes and often frustrates the public trying to access building; signage is inadequate to effectively direct pedestrian traffic. We have limited space to interview clients; our work spaces are cramped and offer limited privacy to protect health information being discussed over the phones or in person. Our break room is cramped with recyclable containers and provides minimal space and amenities for staff to spend their lunch times. We also need to create more of a confidential area for patients checking in or scheduling appointments.

Exterior – Parking is sometimes a challenge for client and other community visitors due to the volume of clients seen at the Department of Social Services and the Health Department. Security is also an issue that could be further enhanced.

It is important that we remain co-located besides DSS (Department of Social Services) because we provide services to many of the same clients. It is easy and convenient for clients to walk next door to DSS to make an appointment or visa versa. Also, our current location is very convenient to our clients since is right off of I-85.

5. Equipment:

Equipment is listed by department/ program:

Dental

- *Dental chair and dental assistant work station in the operatories.*
- *Sterilization with autoclave, ultrasonic, statim and storage space for clean and dirty instruments.*
- *Air compressor and vacuum necessary for dental equipment to operate.*
- *N2O tanks that supply nitrous.*
- *copy machine, fax, printers.*

WIC

- *Computers-Used to process applications for WIC benefits and to perform certifications and subsequent certifications on clients as well as follow-ups. Also used to generate reports and schedule clients.*
- *Telephones-Used to contact clients to make appointments.*
- *Scanners-Used to scan required documents used during the application process and nutrition certification.*
- *Signature pads-Used by clients to sign forms electronically and for issuance of food benefits.*
- *Copier/Printers-used for printing reports and client notifications.*

- *Scale/Stadiometer-used for weighing and measure WIC participants.*
- *MICR Printers-used for printing of food benefits on WIC check stock.*

Finance / Administration

We have a mail room that has a fax/copier/scanner. This is used daily and hourly. We also have a postage machine that gets used everyday. The room has lots of counter space, which is used to process paperwork. Besides this everyone has a computer. Each of the other departments have printers/copiers.

Environmental Health

Our equipment consists of standard office equipment, plus hand tools necessary for restaurant and pool sanitation, and hand tools for auguring holes and probing septic systems.

Allied Health / Care Management

Computers for communication, research, reports and data compilation, recording of medical records. Telephones for communication and messaging. Copier/Printer for written information to be distributed to public for health education, required reports. Laminator, projector, camera. for health education project/presentations.

Personal Health Program:

Large Equipment

- *Medical Exam Beds - Clinic Medical Exams -18*
- *Examination Lights - Clinical Exams -18*
- *Exam Trays/Stands -Clinical Exams- 22*
- *Reclining Bedside Chairs Immunization & Lab for clients that get dizzy or faint - 3*
- *Wheelchair Scale - Weighing – Disabled - 1*
- *Scale with Rails - Weighing – Disabled - 1*
- *Infant Scales - Weighing – Infants - 1*
- *Digital Scales –Weighing - 2*
- *Measuring Board - Used to measure length of infants and small children - 1*
- *Wall mounted Height BoardUsed to measure height of adult clients - 1*
- *Scales - Medical Weighing - 4*
- *Microscopes - Laboratory Specimen Viewing -5*
- *Audiometers - Used for hearing screening- 3*
- *Commercial Grade Refrigerators - Vaccine Storage - 2*
- *Commercial Grade Freezer - Vaccine Storage - 1*
- *Security System Alarms for Immunization Refrigerators and FreezerVaccine - Storage Requirement to Monitor Temperature & have Notification if temperature is out Required Range -3*
- *Immunization Data Digital Logger -Keeps record of immunization refrigerator and freezer temperatures as required by the Immunization program - 3*
- *Computers and/or laptops for Personal Health Staff - Daily Work - Electronic Records - 23*
- *Incubator - Used for incubation of lab plates/specimens - 1*
- *CO2 tank - Used to maintain required atmosphere in Incubator - 1*
- *Centrifuge -Spin Down of Blood Specimens -1*
- *Hemacue – Hgb - Used to perform in-house hemoglobin test - 1*
- *Hemacue – Glucose - Used to perform in-house glucose test - 1*
- *Cholestech - Used to perform in-house cholesterol test - 1*
- *Lab Chair-Blood Draw Station - Used for clients getting blood drawn -2*
- *Emergency Cart - Used to store emergency supplies and Equipment -1*

- *Suction Machine - Used to suction clients in event of emergency -1*
- *AED - Used for emergency response to cardiac events - 1*
- *Oxygen tank and wheeled cart - Used for emergency administration of oxygen - 1*
- *Mobile medication carts - Used to maintain locked medication supplies in clinic areas - 3*
- *Mobile carts - Small equipment storage and mobility - 4*
- *Mobile medical record carts - Used to move paper medical records from the medical records file area to the clinic - 3*
- *Regular home size refrigerator - Used for daytime storage of vaccines in the clinic area - 1*
- *Small dorm size refrigerator - One used for lab supplies and one used for glucola test supplies - must be separate by law - 2*
- *Small dorm size refrigerator -Miscellaneous Use - 2*
- *Copier/Printer - Clinic and Administrative Copy and Printing -2*
- *Copier -Clinic Copies - Insurance cards, etc. - 2*
- *Printers - Print consent forms and receipts - 4*
- *Small printers - Various functions-Lab, pharmacy, CCHC, PHS Staff - 5*
- *Lab Printers- Used to receive and print lab reports from commercial laboratory -3*
- *Shelving Units - 5 shelf metal storage - Various storage areas for clinic, lab, and pharmacy - 37*
- *Other multiple shelf storage units - Various storage areas for clinic, lab, and pharmacy - 8*
- *Storage Cabinets, Multiple Shelf (2-5) - Various Storage areas in clinic - 9*
- *Wall mounted shelves, various Widths – Storage of books, etc. - 5*
- *Rolling Carts 1-2 shelf -Used to hold equipment or for various storage needs - 6*
- *Various size file cabinets (2-5 drawer) - Various program storage - 16*
- *Desk -Used in immunization clinic - 1*
- *Cubicles - Clinic and interpreter work spaces - 32*
- *Rolling chairs (estimate -Used in staff cubicles, immunization, Lab and Pharmacy - 41*
- *Rolling stools (estimate) -Used in exam room and other areas - 22*
- *Waiting Room ChairsUsed in FHS, prenatal, lab, and check-out (account) area - 81*
- *Exam room chairs - Used in exam rooms - 38*
- *Workstations -PHS Office Area - 5*
- *Marcadet Cabinets - PHS Office Area - 7*
- *Desk Chairs - PHS Office Area -5*
- *Regular Chairs - PHS Office Area – 10*

Small Equipment

- *Digital Oral Thermometers - Taking temperatures for clinic clients - 6*
- *Digital Ear Thermometers - Taking temperatures for children - 2*
- *Otoscope/Ophthalmoscope Combination - Checking Ear and Eyes during client visits - 17*
- *Blood Pressure Cuffs, Non-Stationary-Pediatric Size-Taking Blood Pressures for small children - 2*
- *Blood Pressure Cuffs, Non-Stationary-Regular Size - Taking Blood Pressures for clinic clients - 8*
- *Blood Pressure Cuffs, Non-Stationary-Large Size - Taking Blood Pressures for clinic clients - 8*
- *Blood Pressure Cuffs - StationaryTaking Blood Pressures in exam Rooms - 16*
- *Dopplers - Checking fetal heart rate and tone - 2*
- *Sonogram MachineEarly Ultrasound- Used to check pregnancy due dates and cardiac activity - 1*
- *Non-Stress Test Machine - Monitor for fetal activity/status/maternal contractions - 3*
- *Step Stools - Various Storage and Pharmacy Area - 4*
- *Wall Mounted Otoscope Specula Holders - Used to hold Otoscope specula - 17*
- *Wall mounted sharps containers - Used to hold sharps containers - 22*
- *Wall Desks - Used in clinic halls for staff to chart - 7*

- *Hand Truck -Used for moving supplies - 1*
- *Covered Medical Waste Trash Receptacles - Medical Waste Receptacles - 23*
- *Phones (estimate) - Staff receipt of client and business calls - 38*

6. Storage:

Storage needs is listed by department/ program:

Dental

Need to store extra dental supplies, office supplies, N2O tanks, and charts.

WIC

WIC would need adequate storage space for storing nutrition education materials, breast pumps, breastfeeding supplies, client records, lab supplies, and office supplies.

Finance / Administration

We store office supplies and current regulatory information in the cabinets. Medical Records has several rows of files that need to be stored. There are also years of medical files located at a storage in SunTrust Bank as well as a storage located at the Rowan County Airport. It would be more convenient if all medical records could be stored in house or in one location so that records could easily be accessed.

Environmental Health

The conversion of our paper files could result in a reduction of our storage need; however, there is no fixed timeline for that to occur.

Allied Health / Care Management

Need space for Car seats, cribs, food preparation equipment, brochures, pamphlets, books and periodicals, guidance notebooks and documents, signage (health related).

Personal Health Program

Additional storage is needed for clinic medical supplies, pharmacy, recycling, and other programmatic items.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

It is important that we are located besides DSS (Department of Social Services) because we service many of the same clients. It is easy and convenient for clients to walk over to us. Environmental Health is located off-site at 402 North Main Street. It would be beneficial if we could have that service under one roof.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

- *Allied Health needs to be located in or adjacent to Care Management to facilitate programmatic management.*
- *Lab should be located within the clinic instead of outside the clinic (like it is now).*

- *Staff in the health department divisions work together on many services. WIC, prenatal and lab services are an example of clients that use all three services.*

Future Services and Facilities

By program or department:

Dental:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Additional auxiliary staff for services already provided.

- b. What do you foresee the space requirements being for these changes, if any?

The amount of space for this dental clinic should be about double regardless of additional staff. Operatories are too small and cramped and additional storage space is needed as patient population continues to expand.

Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Additional auxiliary staff (front desk, billing).

Future Equipment:

What new or additional equipment should be planned for in the future?

Pano, larger sterilization equipment, lab equipment, new dental hand pieces

Storage:

What new storage needs should be planned for in the future?

Storage for dental materials, charts, front office supplies, cleaning supplies.

Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Extra ventilation for nitrous, soundproofing operatories, separate HVAC system (dental materials need to be maintained at a certain temperature), new computers with intraoral cameras.

Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

The staff could share a break room and conference room. Dental requires two separate bathrooms. One for patients and the other for staff, so staff can remain in clinic at all times.

WIC

a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

NC WIC has recently moved to an internet based computer system which is paperless to process applications for WIC benefits. By 2020, NC WIC is anticipating going to EBT cards for food benefits as opposed to paper food instruments used currently. Also, group nutrition education classes may be offered in the next 5-10 years which would affect facility requirements. WIC staff are currently in cubicles next to each other, but due to the protected health information and confidential information obtained from clients, private offices with doors would be needed which would also affect facility requirements. Also, there is a need for a WIC breastfeeding room specifically for breastfeeding moms to breastfeed their infants in private.

b. What do you foresee the space requirements being for these changes, if any?

WIC would need a classroom space and private breastfeeding room for breastfeeding moms. Also, WIC staff need private offices with doors since they obtain protected health information from clients.

Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

In hopes that the new computer system recently implemented will help staff process applications quicker, we will see an increase in caseload which will increase staffing requirements. The anticipated growth in the next 5 years would be one nutritionist and one office assistant IV. The next 10-15 years, add one more nutritionist and one more office assistant IV. Also anticipate growth in our Breastfeeding Peer Counselor Program which would increase the number of peer counselors on staff by 1-2 more in the next 5-15 years.

Future Equipment:

What new or additional equipment should be planned for in the future?

Bar code readers

Storage:

What new storage needs should be planned for in the future?

A locked room for files, voucher receipts, breastpumps/breastfeeding supplies, blank voucher check stock; Storage space for nutrition education materials/breastfeeding materials.

Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Phone system that we can access that has options depending on the need of the client, i.e. scheduling appointments, to speak with a nutritionist, to speak to the breastfeeding peer counselor, canceling appointments, etc.

We need fax machine capability within WIC department.

TV in waiting room

Whiteboard on wall in WIC classroom used for providing group nutrition education classes as well as used for all staff required webinars/training by the state.

Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

Staff could share all of these except for the fax/printer/copier as we use the copier so frequently as it needs to be located inside of WIC department as well as fax. Also, toilets would be nice in WIC since we serve pregnant women and children up to age five who are still learning to potty train, they need a close bathroom to prevent accidents in WIC.

Finance / Administration

a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Less space needed for medical records; scanning remainder of medical records into system

b. What do you foresee the space requirements being for these changes, if any?

Same or reduced

Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Same

Future Equipment:

What new or additional equipment should be planned for in the future?

There is an additional need for more silent alarms in the check in areas where the process of taking payments has begun. Client payments and the two check in areas have locked money drawers and are secured areas.

Storage:

What new storage needs should be planned for in the future?

There needs to be more storage space created for medical records.

There are also years of medical files located at a storage in SunTrust Bank as well as a storage located at the Rowan County Airport. It would be more convenient if all medical records could be stored in house or in one location so that records could easily be accessed.

Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

The HVAC systems need to be replaced because they are old. It would be nice to have a separate HVAC system for Dental. Currently it is linked to the health director's office. Sound proof insulation is also a special request to keep out the noise from children crying in other departments.

Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

Since we are in the front of the building many employees will use the Admin bathroom and mail room.

Environmental Health

a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

EH services may increase as new threats to public health are encountered. Staff sizes will need to increase as Rowan County becomes more urban and less rural. The number of Food and Lodging facilities is growing and will continue to grow as Metro Charlotte increases in size. While Onsite services have remained stagnant after the housing bust, the need for more single-family residences will begin to increase, especially in the South Rowan area.

b. What do you foresee the space requirements being for these changes, if any?

See above

Growth/Changes in Personnel:

In the near term, Food and Lodging will grow from 4 employees to 7 employees. Onsite will grow from 3 employees to 5 employees. Long term growth would increase F&L to 10 employees and Onsite to 7 employees.

Future Equipment:

What new or additional equipment should be planned for in the future?

Environmental Health equipment has changed very little in the last thirty years, and will not likely change appreciably in the future.

Storage:

What new storage needs should be planned for in the future?

The conversion of our paper files could result in a reduction of our storage need; however, there is no fixed timeline for that to occur.

Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

All EH employees share break facilities, and office machinery. We use the toilet facilities that the general public uses.

Allied Health / Care Management Program

a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Increase in Care Management and Allied Health/health Education services to meet the needs of a growing population in the county – more direct service staff.

b. What do you foresee the space requirements being for these changes, if any?

Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Additional staff in Care Management as funding is based on populations served; as population in the county is expected to increase it is reasonable to conclude the need for additional staff will occur. Health Education staff has been cut in half over the past 5 years; as more infectious diseases occur the need for more educators to keep the public apprised and informed is anticipated.

Future Equipment:

What new or additional equipment should be planned for in the future?

Four additional office spaces, new office desks, chairs to replace aging work spaces.

Storage:

What new storage needs should be planned for in the future?

Allied Health storage for collaborative initiatives with community entities; for example – to store food preparation equipment to help demonstrate healthy food choices and preparation; to store audio and presentation station equipment for community health fairs and events.

Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

Personal Health Program:

a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Additional staff and changes in types of staff in both the short term and long term will affect the facility requirements. Based on our current facility structure, space and staff, the following recommendations are made for consideration:

- *Place laboratory in clinic area, central to all halls/clinic spaces. Will need to look at how laboratory couriers access the area. Consider placement such that couriers can access the laboratory without going into the clinic area.*
- *Place pharmacy so there is access from clinic area, but also where clients and pharmacist can access pharmacy from non-clinic area.*
- *Place immunization storage areas (refrigerators and freezer) in pharmacy or next to pharmacy such that pharmacy technician can enter immunization storage area from pharmacy to maintain immunization inventory.*
- *Have a large central storage area, also located near pharmacy, where a second pharmacy technician works, orders, and maintains clinic inventory items (includes immunization clinic), prepares items for school immunization clinics, and other outreach events. This second technician could also be responsible for the MSDS sheet on an ongoing basis. This central storage area could also maintain preparedness supplies in a designated part of the central storage area.*
- *Construct negative pressure rooms with their own ventilation system and according to required regulations.*
- *Maintain current size of exam rooms and look at how a built in sliding partitions could be built in place to increase client privacy in exam rooms.*
- *Place eye washes in a better place in clinic and lab such that water splashing is better contained.*
- *All nursing and interpreter staff to have private offices instead of cubicles for privacy of client follow-up.*
- *Consider different arrangement for client check in. Have client booths for self check in and completion of clinic paperwork (such as health history, etc.). Have method where client insurance card is placed in slot (similar to Bank ATM card), it is scanned on both sides, and placed in record. If no documentation provided, the client then must see receptionist.*
- *Have individual office spaces in check in/check out area for use by receptionists and clients for privacy.*
- *Personal health services supervisor offices need to be larger. There also needs to be a work room and meeting room in the personal health supervisors' area.*
- *Have a large room for recycling containers.*
- *Have a larger break room. Consider having a couple of stoves with ovens, microwaves, dishwashers and ice machines. Have more storage area for dishware and consider having a washer and dryer for cleaning of dishtowels. Have at least two double sided sinks. Have break room seating area separate from cooking, cleaning and sink area. Make break room/ dining room larger.*
- *Have a conference room at least triple the size of our current community room. The room needs to be fitted with at least three projectors and large screens/smart boards for larger meetings. Have a couple more meeting rooms slightly larger than the community room with two projectors/smart boards/screens. Then have two additional meeting rooms triple the size of our current hall conference room with one projector and screen / smart board.*
- *If medical record rooms are needed, have them placed and maintained in the area where needed. Example, WIC records in WIC, personal health in personal health. These would be maintained and pulled by the check-in staff. Record area would be behind and assessable from all clinic reception areas. Integrate appointment call in/walk in area with the check-in area in clinic. Some office spaces out of client check-in access for those taking calls. Other offices in client area for walk-in clients. Staff would learn and rotate positions.*
- *Have multiple rooms for taking height, weight, obtaining eye and hearing screens. Rooms should be sound proof to ensure privacy and for accuracy when doing hearing screens. Eye charts and*

other equipment would have room to be set up and maintained properly. The rooms need to be handicapped accessible for wheel chair scales and handrail scales.

- *Need to have workroom area where all staff has a mailbox, which could make it easier for the administrative person delivering the mail.*
- *Consider placing office supervisor office with either administrative area or in billing/finance area. Administrative/finance offices may be configured to look at how the finance and admin staff space is configured.*
- *Have more staff restrooms in their office areas/space.*
- *Have card reader to all office areas (currently personal health does not have this option).*

b. What do you foresee the space requirements being for these changes, if any?

Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Possible addition of additional medical providers, nurse practitioner and/or physician; personal health services office assistant is greatly needed; additional staff for communicable disease follow-up and clinic function – that may include both registered nurses and certified nursing assistants; possible additional laboratory technician, and additional pharmacy technician/central supply position.

Future Equipment:

What new or additional equipment should be planned for in the future?

Replacement of worn clinical equipment and/or addition of equipment used in clinic based on the number of providers in the future. New cubicles and or additional office space for staff that work with clients by phone, such as communicable disease staff and child care health consultant. Personal health staff need new and larger office work stations. A small conference room/area with table and chairs for personal health meetings within or close to the personal health office area is needed.

Storage:

What new storage needs should be planned for in the future?

A large central storage area is needed for all clinical supplies and a larger pharmacy area is needed. Additional space for BT supplies is also needed. Recycling containers need a space separate from other functions (currently is in staff break room).

Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

There needs to be at least three negative pressure rooms with separate ventilation system and must have enclosed, not dropped ceiling, per regulations. These rooms are in the clinic area and are used for clients with suspected and or confirmed communicable disease. All areas need to be sound proofed, as currently noise from all walls can be heard. This is particularly disruptive for staff whose work is primarily administrative and/or when meetings are taking place. Also, in the clinic area there needs to be a room that is sound proof for hearing screens/exams. Additional webinar conferencing areas are needed, as often there are multiple webinar trainings for the various programs occurring at the same time and there is lack of space and equipment to accommodate. The clinic and office areas need adequate electrical outlets, because of the equipment that uses electrical power. We have had circuits trip due to use of equipment.

Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

Additional rest rooms located in various areas are needed for staff use. Often staff members have to leave their work area to access staff rest rooms in the break room. A larger break room with new appliances is needed. Additional copiers/fax capacity is needed in some areas that are shared (primarily office space).

Comments / Concerns

1. Miscellaneous Comments/Concerns

It would be nice to incorporate a “wellness area” or a rest area for staff to take a break or release stress. We also have a picnic area where staff can eat their lunch.

Existing Services and Facilities

1. Introduction

The Planning and Development Department is responsible for the issuance of zoning permits, subdivision review, geographic information systems (GIS), land use planning, minimum housing, solid waste and the enforcement of the Zoning, Subdivision and Flood Damage Prevention ordinances.

2. Personnel

- Becky Bost, Permit Technician [space M] – Responsible for issuance of all zoning permits and initial point of contact for development related inquiries by walk-in or phone.
- Jennifer Goble, Planning Technician [space B] – Serves as back-up to Permit Technician for customer service and permit issuance. Primary responsibilities for road naming and addressing, clerical support to citizen advisory boards and various projects as assigned in support of general planning projects / activities.
- Franklin Gover, Planner [space A] – Serves as Town Planner for China Grove, NC and Planner for Rowan County.
- Lloyd Pace, Enforcement Officer [space L] – Enforces nuisance related codes and zoning ordinance compliance.
- Adrian Rollans, GIS Manager [space G] – Responsible for updating and maintaining variety of digital mapping data for public and county agencies.
- Shane Stewart, Senior Planner [space E] – Responsible for current planning activities, oversight of permit issuance and interaction with development community for project proposals on a daily basis.
- Ed Muire, Planning Director [space F] – Responsible for management and administration of all planning related functions, housing programs, etc.

3. Physical Facilities / Operations

- a. Refer to the accompanying floor plan for current office and space locations including dimensions.
- b. Office spaces used by current employees noted above. Office space C is currently vacant; Plan Storage [space H] recently converted to such use; Storage [space J] used to house plans, permits, maps and files; Conference [space K] adequate for staff meetings and conferences.
- c. Primary public interaction occurs at counter space of Lobby [space N] and with Permit Technician [space M]. Project specific or in-depth discussions occur in spaces A/E/F or K.
- d. Conference [space K] is adequate for 8-10 people, more people is cramped space. Office spaces A – C and G and L are small for having one-on-one conversations and do not accommodate 3 people well.
- e. Primary employee and public entrance thru Door 1; secondary [or emergency exit] is Door 2. From a threat perspective, perhaps Door 1 and Door 2 do not provide adequate separation distance and enter into same hallway.

4. Physical Facilities “Character”

Although the current office layout doesn’t substantially hinder work flow or public interaction, additional square footage for offices noted in 3d would be beneficial. From a service delivery perspective, the development community may be better served by combining issuance of permits for building inspections, environmental health and planning into one office layout, i.e. consolidation. The front lobby of the building on ground floor [Main St] is underutilized space. Current elevator configuration is inadequate for emergency services to access 2nd floor using a stretcher or gurney. Due to majority of employee parking spaces located across Kerr Street, would be beneficial for a signed and striped crosswalk connecting parking lot and building entrance on Kerr Street.

5. Equipment

Spaces A/B/C/E/F/G/K/L/M utilize PCs; Lobby area [space N] uses 2 PCs for permit issuance. Drafting tables used in offices E/F and L and area outside office A. Copier is heavily used in space D and likewise Plotter in space I. Space K also has an overhead projector.

6. Storage

Storage areas [spaces H and J] are adequate for current plan sets, permits, etc. File cabinets are also located in space D and along wall [as noted] across from space K.

7. Spatial Relationships / Adjacencies

- a. Planning & Development benefits from the proximity [same bldg] to Building Inspections and Environmental Health due to their respective roles in the permitting process. To some degree, Register of Deeds, Tax Assessor and Collector also are of benefit given the data they maintain. However, with much of the latter departments storing their data in a digital format, proximity is not as critical.
The conference room [space K] is utilized at various times by all departments in the 402 N. Main Bldg. The GIS Manager also provides assistance to the tax mappers; from time to time this requires hands-on directives.
- b. With the exception of the Permit Technician [space M], employees may be located in any office w/in the dept. Permit Technician must be proximate to initial interaction with the public.

Future Services and Facilities**1. Changes in Department Structure / Services**

- a. Expanded short-term services [5-10 yrs] offered by the department may include Sedimentation & Erosion Control; planning and zoning administration for municipality; ordinance enforcement officers. It is likely that only one of these services would occur in the time frame as noted and would be managed by one additional employee. Long term services [15-20] may introduce an 1 additional to the department.
- b. Current office space would allow for short term services to be housed in department.

2. Growth / Changes in Personnel

One employee in next 5-10 years; one employee in 10-20 years.

Tax Administration

The Rowan County Tax Administration Department is charged with Billing and Collecting ad valorem property taxes for Rowan County. The property tax is the main source of revenue for the county, municipalities, and fire districts within Rowan County. There are also 10 Municipalities and 24 special use or fire/service districts charged for billing/collecting.

Tax Administrator (1)

- Assessor
 - Real Property Appraisal Section (5 Staff)
 - Business Personal Property Section (4 Staff)
 - Personal/Listing/MotorVehicles/Billing Section (4 Staff)
 - Land Records/Mapping (2 Staff)
 - Property Revaluation (4 Staff)
- Collections (9 Staff)

The office organizational chart begins with the Tax Administrator with 3 Division Managers. A Collections Manager, Real/Personal Manager, and Business Personal Property Manager are at the top of each of the 3 divisions. A revaluation is conducted every 4 years. Annual Listing occurs in January and last until June. Tax bills are generated and mailed in July and payments are collected through December before becoming delinquent. There are 80,000 parcels of property and 140,000 accounts in Rowan County. There are over 6,500 commercial and industrial business accounts in Rowan County. Each year appeals are heard beginning in April. Taxes become delinquent on January 6 with the Fiscal Year for collections ending on June 30.

The physical facility is at 402 N Main Street in Salisbury. The Assessor Section consists of 5 different sections with 2 of those having counter space for public contact. The Assessor area is on the 2nd floor of the “402 building”. The Collections Section is on the first floor at entrance to the “402 building”.

Business Personal-20x45 area including counter space (900 sq ft)

Listing Area-30x40 including counter space (1200 sq ft)

Admin Area – 30x27 inclusive of 4 offices (810 sq ft)

Appraisal – 25x25 (625 sq ft)

Revaluation-15x30 (450 sq ft)

Land Records/Mapping -12x18 (216)

Break Area-9x20 (180)

Meeting Room-10x20 (200)

Collections Area- 30x54 inclusive of counter/public space (1620)

Vault/Break room-14x20 (280)

Print/Mail Room-10x15 (150)

Total Collections-2050

Total Assessor-4581

Total Square Footage – 6,631

All of these areas are inclusive of storage and public space.

Office Equipment

- Computers with Dual Monitors on all Desk.
- 5 large copiers/fax/printers
- 5 printers
- 2 postage/printing machines
- 2 cartography map printers
- Scanner
- Public Computer Monitors
- Adding Machines
- 5 Cash Registers
- Safe
- Decolorators
- Bursters
- Video Surveillance
- Projectors

* There is currently 140 file cabinets (4 drawer), 42 bookshelving, 40 office desk file 2 drawers in the assessor area alone. Collections area has 60 file cabinets.

*Close proximity to Planning,Zoning,Permits and Register of Deeds. Would like to maintain the one stop shop area for construction, development, etc...with anything to do with real and personal property.

*Department continues to move toward scanning of documents and outsourcing print/mail. Also increasing technology in the payment area with tax bills sent to phone, voice messaging, e-statements etc...

*Collection area has a need for Security to keep the public away from where the money is handled. A glass bullet proof partition separating the work area from the public is desired. Video Cameras still need to be a part of the plan for money handlers.

*All public access areas need more counter space.

*Meeting Room space needs to be much larger with technical aspects of audio visual media communications a priority. Board of Equalization and Review, Conference Calls, Internal Meetings and Public Relations with Customers should all have user capability in the meeting rooms. The collections staff needs to also be able to have private areas to discuss delinquent payments options with the customer. The Collections area and Assessor area need to be in close proximity. A break room could be shared between these two immediate areas with 2 separate meeting/conference rooms. Currently the break room space has been made a part of the workroom. The collections area needs more work space, individual office space, storage space, payment transaction counter space and meeting room space. The assessor area has a sufficient amount of office area but needs more meeting space to accommodate informal hearings with the taxpayer along with additional storage space.

*Assessor area could climb 5 additional employees over the next 10 years depending on State mandated guidelines for Assessments to be done more frequent.

*Collections area may also grow with the outlook of moving motor vehicle license plate payments/issuance over the next 10 years.



Rowan County Building Code Enforcement

402 North Main Street • Salisbury, N.C. 28144-4341
Building Inspections: 704-216-8619 Fax: 704-638-3130

Re: Space Needs Assessments

Existing Services and Facilities

Introduction

The Rowan County Building Code Enforcement office issues Building, Electrical, Plumbing and Mechanical permits for all construction in the County. We also conduct all ABC, and Daycare inspections located in this County. We conduct bi-annual electrical safety inspections for all 31 schools located in Rowan County.

Personnel

Thomas O'Kelly; Director, Responsible professional and administrative work directing all aspects of the Rowan County Building Code Enforcement Department; plans, directs and organizes the department and staff; provides technical and administrative supervision of the building, electrical, plumbing and mechanical inspections activities, monitors and evaluates the job performance of staff; prepares the annual departmental budget requests and controls budgetary expenditures; oversees the process of applications for permits and issuance of building permits and certificates of occupancy; and handles complaints and concerns from contractors, property owners, and the general public. Review commercial plans and conduct commercial and residential inspections.

Jennifer Curlee; Office Supervisor, duties include varied clerical duties; assists the public with completing the building, electrical, plumbing and mechanical application for permitting, collects fees, issues permits, schedules inspections from contractors or public from the voicemail, email, or office visits, processes mail, file and maintains a variety of records and reports. Responsible for preparing weekly and monthly reports for the public to view.

Lisa Steele; Permit Assistant, duties include answering phone calls and scheduling inspections, processing permit applications and collecting fees issuing permits. Maintain the files and a variety of records; assist the public with completing the building, electrical, plumbing, and mechanical application.

David Prevette; Building Code Enforcement Supervisor major duties are review commercial plans for code compliance. Conducts bi-weekly meetings with departmental staff to discuss concerns with the State Building Code changes or interpretations. Assists the public and contractors in understanding the various codes and regulations and in applying for permits. Troubleshoots concerns or conflicts with inspections that failed. Maintains a variety of records and prepares a variety of reports.

Mike Buffett, Scott Lowder, David Lowman, Rodney Newton (start date 10-13-2014), and Lee Young Building Code Enforcement Officer duties are to inspect structures for compliance with the building, electrical, plumbing and mechanical codes. Schedule inspections to ensure the most economical routing with regard to time and travel; gives written approval of structures which comply; issues stop work orders if not in compliance and instruct contractor or property owner as to necessary work to correct problem. Enforces

day care center regulations and mobile home installation regulations. Assists the public in understanding the various codes and regulations. Answers telephone calls from the public and contractors requesting information concerning building, electrical, plumbing and mechanical and fire codes.

Physical Facilities/ Operation

Total of 4 offices and 2 storage/ break rooms. Front office-703sq.ft., Directors office-345sq.ft., Supervisor office-348sq.ft., breakroom-181sq.ft., File/Storage 94sq.ft., and Inspectors office-1,108sq.ft. We currently use the Planning and Zoning meeting room if we meet with our department or Engineer or Architect wants to discuss plans. Or we can standup at our plan review tables.

We interact with the public in several different ways, we answer phone calls, the public come to the office to ask questions or request a permit or inspection, we correspond via email and visits to the job sites.

Often Engineers, Architects, Contractors, or owners want to discuss and show us plans for a new project but have not made it public yet. Some of our staff meetings are for this department to hear only. When we discuss personnel issues with several employees at a time this should be done in a private setting.

We receive cash and checks on a daily basis and we could use a safer area to store the money. Currently we are using a residential style safe to store the money which with little effort could be carried away.

Physical Facilities “Character”

Currently our location is ideal for all the general public and contractors. County Zoning, Environmental Health, and the Tax Assessors office are all in the same building.

Equipment

Major equipment used in the office is the phones, computers, and copier/fax. Major equipment used in the field is the trucks, tools, cell phones and Ipads.

Storage

We are currently storing all County or State projects in the hard copy version (plans) which take up a lot of room. State requires us to keep these projects indefinitely. We are storing other major commercial projects in case the Fire Marshal needs to review them for his inspections or after a major fire.

Spatial Relationship/ Adjacencies

We share a conference room with all departments that need to us that space. The Building Code Enforcement is located beside the Zoning Department.

Our permitting staff must be located adjacent to each because of the work involved a close working proximity is necessary. The Inspectors need to be in the same work area because we talk often at the end of the work day to address code related issues.

Future Services and Facilities

Changes in Department Structures/Services

We have created additional way to contact the office to schedule inspections, and I know we will try to create other ways to schedule inspections. We are trying to upgrade the Ipad functions to incorporate what we do in the inspections dept.

Growth/Changes in Personnel

The economy seem the be the driving force or the barometer for the increase or decrease in number of employees for this department currently we are understaffed in both the field and in the office. Additional space will be needed in both areas.

Future Equipment

We will need a scanner to scan the County and State construction plans because the current paper plans are not standing up to time. Not sure how long they will last.

Storage

If we are not going to be able to scan plans that are required by the State to be kept indefinitely the storage needed for the future will need to be increased by 20-40%.

Special Needs

Several departments throughout the state are currently using wide screens and computers to review plans, all have said much easier to review and communicate with Engineers and Architects. The office staff will need up to date computer and phone systems because of the volume of calls and emails received daily.

Shared Needs

Toilet room use could be shared.

ROWAN COUNTY – REGISTER OF DEEDS

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The Register of Deeds Office is charged by NC state law to maintain a permanent record and repository of real property and commercial records, along with the recordation of Vital Records (Birth, Marriage, and Death) for the citizens of Rowan County. We interface with the public via direct counter visits, mail delivery and electronic transmission of the documents to be recorded.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Register of Deeds- (1 position) *Elected official who serves as Director for entire department.*

Assistant Register of Deeds- (1 position) *Highly responsible technical work of a legal nature in assisting in the supervision of staff in the Register of Deeds Office. Work is performed under the general supervision of the Register of Deeds, who reviews work by observation, evaluation of work accomplished and through periodic conferences. Supervises and participates in the recording and indexing of documents concerning real property on the computer, such as deeds, deeds of trust, mortgages, powers of attorney, foreclosures, bankruptcies, right-of-way agreements, and maps. Supervises and participates in the cancellation of deeds of trust on receipt of sufficient evidence including cancellation of related records; supervises and participates in verifying computer printouts and index printouts. Supervises and participates in the filming and development of real estate transactions and other documents and in checking film for accuracy; supervises and participates in the integrating of film into permanent records and in the furnishing of back-up copies of film to the North Carolina State Archives; supervises and participates in the maintenance of readers/printers used by the public for searching records. Provides information to the public in person, by mail, and by telephone; instructs the public on how to search records; makes and certifies copies of births, deaths, and marriages for the public. Collects fees; keeps records of collections; deposits collections; reconciles bank statements. Commutes to the bank on a rotating basis with other staff to deposit funds received.*

Deputy Register of Deeds- (9 positions; 7 full-time, 2 part-time) *Files, records, and indexes a wide variety of documents, informational certificates, and Uniform Commercial Code documents on the computer; cancels deeds of trust on receipt of sufficient evidence; cancels Uniform Commercial Code financing statements upon termination. Certifies each document to be recorded by checking for discrepancies in the date of the document, the grantor's name against the grantor's signature, and the notary's acknowledgement; clocks document in and assigns a book and page number and excise tax stamp if required; collects and records fees in general ledger and temporary indexed book for public references; balances collections against the general ledger on a daily basis. Verifies filing and indexing of data in preparation for filming; photographs documents using microfilm; processes and develops microfilm; compares filmed work with originals before further processing. Provides information to the public as requested. Instructs the public on how to find records using the computer system and other various reference materials in the office. Issues marriage licenses; issues copies of birth, marriage and death certificates, military discharges, and legitimization papers; completes delayed birth certificates after*

examining evidence. Swears in notaries and records. Commutes to the bank on a rotating basis with other staff to make the daily deposit of funds received.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, break room, etc.*)

Upon entry to office, the common office space is found. This area immediately offers the counter area where the general public is served with their recordation or vital record copy requests. This area has our Assistant and Deputies working at individual desks with assigned computer terminals, with easy access to the counter to serve the customer when they arrive.

There are three (3) vaults where documents (some dating back as far as 1753) are maintained in permanent storage, as well as microfilm records in several formats. These vaults require special climate-control considerations in order to maintain cool, dry air to enhance longevity. These vaults are accessed by the general public daily as the legal community and others perform various record searches.

As a Director, the Register of Deeds maintains a separate office for the performance of his duties of which many have private functions. His office is shared with a conference room space which can be isolated via a pocket door.

We now have (2) 10'x10' storage spaces which prove inadequate. We realistically need approximately 3 times this space.

There is a space now used as a Employee Break room which has been repurposed from a Photographic Darkroom before digital storage rendered the need for the area obsolete. The original building floor plan did not afford any designation of area for this need.

- b. What activities actually take place in the present spaces?

See descriptions above.

- c. Describe your department's interaction with the public.

Our interface directly with the customer is primarily at the counter encountered on their initial office entry. However, the public is admitted access to the (3) vaults to conduct their research as needed. We need some access control to these areas to ensure security and collections of fees owed by these clients.

- d. Describe your department's need for private conferencing space.

Director requires a private office area for many confidential functions of the office. The office also has need for employee conferences (as a group) with the ability to gather in a comfortable, organized setting. We do not have this ability at the present time.

- e. Describe any special security needs for your department.

Secured (fire, theft, catastrophic) vault space to protect the documents on file. Cash handling and financial transaction reconciliation needs and considerations.

4. Physical Facilities “Character”:

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

*It is **ABSOLUTELY IMPERATIVE** that our office remain within close proximity to the Tax Assessor and Tax Collector’s office. Our deeds require certification from both of these offices prior to recordation. The siting of our office anywhere without close proximity to these offices will create an unbearable hardship to our staff and the citizens to which we serve.*

Our daily clients from the legal community (our primary users) have stated numerous times of the convenience of our present location rather than a site far removed from the courthouse and the surrounding legal facilities. There will be substantial discord from this industry here in the county should any major shift be made in the office location.

5. Equipment:

List all major equipment you use and describe its use.

Typical office equipment. Computers, copiers, large format copier/scanner. Three computer terminals with cash terminals at counter.

6. Storage:

Describe your department’s storage needs.

As discussed above, our storage area currently is totally inadequate. Without the area we share with the other departments on the third floor, we would be unable to function. We have an approximate 20’x20’ area for large item storage there. We also have overflow storage currently (cases of paper, other consumables) in the back corner of one of our vaults. This area is approximately 10’x10’.

7. Spatial Relationships/ Adjacencies:

a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

See description above of relationship of the Register’s office to the County Tax Assessor and Tax Collector’s offices.

b. What physical space relationships do the personnel listed in your Department bear to each other? *(i.e. which staff needs to be located adjacent to each other?)*

Both the Register’s office and the Assistant’s office need to be with close proximity to the Deputies desk area to ensure proper supervision.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Other than increased digitalization, I anticipate very little change to our services or expectations.

- b. What do you foresee the space requirements being for these changes, if any?

Slight decrease in vault needs is possible. This is, however, in direct proportion to how much digitalization the elected Register, and NC law, will embrace. Will the current records on microfiche be eliminated? The answer is unknown at this time.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Register of Deeds office positions vary in direct correlation to the state of the local economy, and the number of real estate transactions needed to record in Rowan County.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

I anticipate little equipment change sufficient to have any building or space consideration.

4. Storage:

What new storage needs should be planned for in the future?

See storage space discussion above.

5. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

HVAC – *As discussed above, our office has unique HVAC considerations (vaults). However in our existing space, this cool, dry air in the vaults spills over into the primary workspace to create a area uncomfortable to many, especially our female employees. We have a tremendous waste of energy year round in this office by the need for space heaters to run for personal comfort. We are paying good energy dollars for general building air conditioning (heat-removal) in warm months, only at the very same time to require heat (intentional heat-generation) to be needed in employee workspaces for localized personal comfort. The perceived need for this area heat is year round. In my opinion, this is an unacceptable practice which should be addressed with some permanent resolution.*

Acoustics- *As we need a larger open space for our primary work, there need to be some consideration for sound deadening within the room.*

Lighting- *As we work with documents and transition to the computer monitor multiple times daily, I believe there should be consideration to the needs of eyes making this transition so many times daily.*

Electrical- *We appreciate the 402 designer's thought about keeping the building interior space flexible. However, this thinking resulted in almost no electrical outlets being placed in any wall spaces. All*

of our electrical service is provided from ceiling poles scattered throughout the room. Frequently we need a wall outlet, yet none are available. Can a building have too many electrical outlets? My personal experience says not.

Signage- *The public needs a clear directional system to guide them to their desired location. There needs to be a bright, unmistakable sign such as "PAY TAXES →" installed rather than the current signage which is universally ignored by the average citizen.*

Break Room- *Ideally, the facility would include some ability to adequately prepare/warm the staff member's lunches. Presently, our make-shift break area cannot support both a microwave oven and a toaster oven to operate simultaneously (tripped circuit breakers). Most of our staff members cannot afford to go out daily for their midday meals, so the need is there to assist in their meal-warming requirements.*

Staff Cloak Room- *There is no present area for the secure storage of staff members coats, hats, personal items, etc within our office.*

6. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

At least consideration for a staff Men's restroom on each floor. We do not have this available here presently. Female staff members do have a facility for their use at the present location.

Copier functions need to remain separate due to budgetary accounting need, and employee convenience issues.

Break rooms need to be individually within each department due to mealtime capacity issues.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

ROWAN COUNTY – DEPARTMENT OF SOCIAL SERVICES

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

Rowan County Department of Social Services (DSS) is responsible for the administration of public assistance programs to the citizens of Rowan County. These programs include Food and Nutrition Services (food stamps), Medicaid, Work First, and Subsidized Daycare. For a county with a population of 140,000, approximately 28,000 people receive services from DSS annually. In addition to the public assistance programs, DSS administers the Child Support Establishment and Enforcement programs. All of these programs involve interviewing customers, obtaining documents and records for verification purposes and creating records of eligibility.

Operationally, DSS is open from 7:30 AM to 5 PM for the public to apply for assistance and report changes to their living situation as required by policy. Face to face interviews are required by law for applicants seeking benefits. Most economic services programs require a re-certification of need at 6 month intervals so there is a constant stream of customers at the front desks of DSS. These interviews include disclosure of personal, private information including finances, family relationships, abuse and neglect of children, domestic violence, substance abuse, mental health information and protected health information. DSS is required by law to keep this information confidential so it is necessary to have interview areas that provide privacy.

Social work services mandated by state law include child protective services and adult protective services. These services focus upon assessing the safety and well-being of Rowan's most vulnerable citizens who have been alleged to be harmed by abuse or neglect from their caregivers. These two programs are required to be provided 24 hours/day, 7 days/week. Thus, our building must be accessible and safe for social workers entering the building at all hours of the day and night. In the Children's Services area, children who have been removed from their parents due to abuse or neglect are interviewed and observed via a one way mirrored room. Visiting spaces that provide a homelike environment are needed for parental visitation required by court order.

Community collaboration is part of the daily operations at DSS. Many meetings with stakeholders take place at DSS, necessitating a large need for conference room space. In addition, Child and Family Team meetings occur routinely for families to discuss family issues creating chaos or dysfunction in their homes. Again, private meeting space is needed to conduct these meetings.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Please see attached organizational chart and job descriptions.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

Our current building is laid out with a huge open reception/waiting area upon entry into the building. The lobby measures approximately 194' x 29'. To the far end of the right side of the building are the administrative offices housing the director, budget analyst and financial staff. There are a small waiting area and secretarial alcove, 4 offices with a storage/work alcove and one large copy/file room. Total area is approximately 45' x 29'.

Back in the lobby, there are 4 separate reception pods with two customer service windows per pod. Each pod has different dimensions. The Blue Pod measures 17' x 22'. The Red Pod measures 22' x 26'. These two pods serve Economic Services. Also open to the entryway of the building is a large meeting room approximately 40' x 32'. This meeting room has a room divider which will allow the room to be divided into two conference rooms. This large room is used for division meetings, state workshops, foster parent training, etc. On the left side of the lobby, there are two small conference rooms (10' x 14') used for interviewing families and applicants. One room is set up for TV viewing for children in the waiting area while parents are being interviewed. Beside these two small rooms is a nook (12' x 14') with three kiosks outfitted with computers for applicants to apply for benefits in a self serve manner. Public restrooms are located at both ends of the lobby. The two in Economic Services measure 19' x 12'. The two located in Children's Services measure 17' x 12' each. Children's Services has a separate lobby/waiting area (21' x 13') with an exit near their reception pod.

Each reception pod is organized into 4-6 work stations for administrative support staff. The Red Pod has a small office that previously served as the switchboard office. Behind the reception pods are our secure areas consisting of 10 long hallways with offices on each side. The hallways are color coded with colored squares marking cross hallways. The Green hallway has a carved out waiting area for elderly and disabled customers that measures 11' x 17'. Each hallway must be wheelchair accessible. Each staff person in every service area has a private office with a door and window opening to the hallway's interior.

Economic Services has 78 8' x 10' offices which includes FNS, Medicaid, Food Pantry and Safety Officer's office. In addition, Economic Services has 2 11' x 17' offices for trainers and Program Administrator. There are also a supply room in the ESD area, measuring 8' x 8', a computer storage office that measures 14' x 14' and one hearing room 13' x 8'. This hearing room for state appeals is situated beside the Economic Services Program Administrator's office and needs to accommodate wheelchairs and up to 3 people. ESD has a mail room measuring 21' x 8' with one long work counter covering one entire wall. Mailboxes are situated from the counter to the ceiling. At the ends of the counter are two work stations that can be used. This area is used to sort the voluminous mail, both incoming and out-going, moving through the department on a daily basis. Entering the blue hallway, across from computer storage is an alcove measuring 6' x 17' where copiers and large confidential waste containers are located.

Services Support is located behind the Purple Pod which measures 18' x 28'. SSD has 43 offices of various sizes which includes Child Support, Adult Services, Workfirst and Daycare (Note: Workfirst and Daycare will be moving under ESD and Adult Services will be joining with Children's Services to form a Social Work Services division). This area is where the new addition to the building was added on to the converted section. There are 25 offices that are 11' x 8', there are 7 offices that are 10' x 8', there are 3 offices that are 11' x 10', there are 2 offices that are 12' x 8', 2 that are 11' x 9', one measures 11' x 12', one measures 11' x 13', and one measures 14' x 10' and one office measures 12'

x 9'. This division also has a mechanical room measuring 11' x 7', a server room measuring 7' x 10', a storage/janitorial closet measuring 12' x 8' and another janitorial closet measuring 10' x 8'. The purple conference room is situated in this area (see conference room information below). Entering the purple and green hallways, there are work counters with mailboxes and cabinets with multi-function machines on both sides.

Children's Services Green reception pod measures 18' x 28' and includes an area for staff mailboxes above a work counter. Copy machine is located within this area with cupboard storage on the opposite wall. CSD has 45 11' x 8' offices, 9 11' x 13' offices for supervisors, and 2 15' x 12' offices for Program Administrators and one 10' x 17' office for an attorney. (This odd arrangement is due to converting a previously existing office building). The Children's Services area has some special needs. Inside the hallway beside the reception pod are two family visitation rooms measuring 14' x 14' for families to visit their children who are placed in foster homes. One of these rooms backs into a viewing room (14' x 8') separated by a one way mirror equipped with sound equipment to hear the conversations or interviews taking place in the room. There are individual bathrooms beside the visitation rooms. These bathrooms have full bathtubs/showers for those children coming into care that need clean up. On an adjacent hall, where the viewing room is located, is a utility room with washer and dryer (8' x 13') to launder clothing of children coming into care or for foster youth who are in transition. There are two file rooms (21' x 18' and 21' x 26') located behind the pod and the laundry room. There are three storage closets (one that is 10' x 10' and two that are 7' x 8') in this area to keep car seats, training materials, and personal belongings of foster youth. Entering the pink hallway in CSD is a work counter with mailboxes and cabinets that serve as a resource library. One third of the way down the purple hallway is an alcove of cabinets used to store supplies for foster youth.

In each of the cross hallways there are work counters where staff mailboxes, multi-purpose machines and cabinets for forms and supplies are located. These are busy hubs of activity for staff as customers are brought back to produce and copy various documents. There are three separate kitchen areas within our building and one included in the blue conference room. One is a small prep area adjoining the large meeting room 21' x 8', used for training and staff events. Two are located within staff break rooms at the ends of the central (Red) and far left (light blue) hallways. The centrally located Red Break room is 26' x 25'. There are two individual restrooms in front of the Red Break room measuring 7' x 8'. An alcove leading into the Red Break room measures 4' and is used for storage. The Blue break room is at the far left of the building. It is oddly shaped with approximately 824 sq. ft. Individual bathrooms are positioned outside the Blue break room and measure 9' x 6'.

There are five record rooms within the building with the largest being partially converted to cubicle space for 8 staff as records have been imaged. The ESD record room is approximately 45' x 36'. This is the room that has been partially converted with 8 cubicles measuring 10' x 8'. Two record rooms in Children's Services are described above. The record rooms in Services Support measuring 21' x 17' houses records for Child support. The second record room in Services Support Division measures 18' x 33' and houses Workfirst, Daycare and Adult Services records, wheelchairs, and supplies for elderly and disabled adult customers.

Conference rooms of various sizes are located throughout the building. The large meeting room located in the lobby area (described above) measures approximately 40' x 32'. This meeting room has a room divider which will allow the room to be divided into two conference rooms. This large room is used for division meetings, state workshops, foster parent training and seats 163. In this large conference room, there are two large storage spaces measuring 9' x 3'. The purple conference room is 12' X 21' and is located at the end of a hallway. The blue conference room is located at the far left

of the building in Children's Services. It measures 26' X 23'. The blue conference room has a sink and refrigerator (which I did not count as a separate kitchen area since it is enclosed in the conference room) as well as a storage closet measuring 19' x 8'. The former orange conference room has been converted to a computer lab housing 6 computers on tables. This room measures approximately 20' x 17'. This is an essential need for the changing business operations of DSS and our reliance upon daily utilization of technology.

- b. What activities actually take place in the present spaces?

Primarily interviewing of customers to determine eligibility for various social services programs occurs in the office areas along with processing of cases. Conference rooms are used for community meetings, division/team meetings, staff events, training, state/regional workgroups.

- c. Describe your department's interaction with the public.

There is daily high volume of public traffic within our department. Customers seek out services and make application. All of the programs require notification of changes to living and income circumstances. Thus, there is a steady traffic flow of customers coming to notify their caseworkers of changes. Community stakeholders meet regularly to plan, train, review cases, etc.

- d. Describe your department's need for private conferencing space.

Most economic services programs require a re-certification of need at 6 month intervals so there is a constant stream of customers at the front desks of DSS. These interviews include disclosure of personal, private information including finances, family relationships, abuse and neglect of children, domestic violence, substance abuse, mental health information and protected health information. DSS is required by law to keep this information confidential so it is necessary to have interview areas that provide privacy.

Social work services mandated by state law include child protective services and adult protective services. These services focus upon assessing the safety and well-being of Rowan's most vulnerable citizens who have been alleged to be harmed by abuse or neglect from their caregivers. These two programs are required to be provided 24 hours/day, 7 days/week. Thus, our building must be accessible and safe for social workers entering the building at all hours of the day and night. In the Children's Services area, children who have been removed from their parents due to abuse or neglect

- e. Describe any special security needs for your department.

DSS is one of the few county departments that have a safety officer on staff. DSS employees engage in interviewing citizens who may have extensive criminal histories. DSS removes children from abusive and neglectful parents. DSS denies benefits to people in desperate situations when there is lack of follow through to provide required information. Family dynamics also pose potentially dangerous situations (a father being sued for child support shows up with new girlfriend and child. On occasion, violence erupts in our lobby which requires intervention by our security officer.) There have been instances of staff having their windows broken out of cars in the parking lot, lawnmowers being stolen from trailers, etc. To be proactive, a side entrance to serve as a security access entrance and exit for employees only.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)

The DSS lobby is not designed to effectively or efficiently manage the flow of customers in each service area. Long lines form outside the pod directly opposite the front doors while the far right pod has a large seating area. Since both windows serve the same programs, there is no easy way to coordinate equitable distribution of customers. The parking lot does not provide sufficient space for customers or staff. The visitation rooms in Children's Services needs to have direct access from the viewing area into the rooms for safety interventions during visits. The design of the building with long hallways and private offices does not promote collaborative learning or easy access in emergent situations. More conference rooms are needed to accommodate the enhance community collaboration occurring across the department. An employee entrance separate from the public entrance would be helpful. A child play area to engage the numerous children who are present with their parents would be beneficial. Other DSSes have play areas similar to those in malls with molded plastic climb areas (NOT toys) on a rubberized mat like floor.

Location is decent in that the Public Health Dept. is next door. Both agencies serve the same clientele so it is customer friendly to have these two offices beside one another. DSS Child Support, Adult Services and Children's Services staff interface with law enforcement and the court system on a regular basis. Child support staff is in court two full days each week with Children's Services in court one full day per week. The courthouse is only 2.5 miles from DSS which is convenient for these programs.

Current location of DSS is not on the public bus line.

5. Equipment:

List all major equipment you use and describe its use.

See attached for business equipment. Kitchen equipment includes 5 full refrigerators, 3 full size stoves, 4 sinks, washer and dryer, 2 flat screen TVs mounted on walls in waiting areas, 3 podiums, 25 folding tables and 321 chairs for waiting rooms and conference rooms, and 10 small tables with 40 chairs for break rooms.

6. Storage:

Describe your department's storage needs.

Record Storage:

- *Currently ESD has multiple paper reports that have no electronic storage accessibility*
- *DDS medical records returned to DSS – required retention - minimum of 1 year following DDS denial to allow the applicant's appeal rights to expire. Too large to store in Compass – would take an additional employee just to keep the information scanned and entered in Compass.*
- *As long as CIP is contracted out- will need storage for paper records unless contractor has electronic document system.*
- *Randomly spaced work stations to store paper, supplies, pens, etc., with work space to*
- *Need file room storage for paper WFFA records, (Cash, Employment Services and Work First EA)*
- *Need file room storage for Child Care records as well. See Support Services file room now – size is appropriate – use electronic removable files (once full can move to ware house if necessary)*
- *Currently DSS has offsite record storage in a warehouse operated by facilities management. Comparable space will be needed to be in compliance with state record retention regulations.*

In compliance with safeguard requirements for protecting federal tax information as set forth by IRS Publication 1075, section 4.0, child support is required to adhere to minimum protection standards. The minimum protection standards mandate that child support be secured behind two barriers. "The two barriers provide an additional layer of protection to deter, delay, or detect surreptitious entry." Currently

Rowan County Child Support secures records behind 2 locked barriers. In addition, at the suggestion of the state, Rowan County Child Support stores files with federal tax information in file cabinets with bar locks. As a result of these security measures that are in place, the agency has never failed an Internal Inspection. These inspections are conducted by a NC Child Support State Program Representative every three years. (The last inspection was conducted in 2013).

Forms, Supplies, Equipment

Each division has storage needs which have been outlined above.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

Location is decent in that the Public Health Dept. is next door. Both agencies serve the same clientele so it is customer friendly to have these two offices beside one another. DSS Child Support, Adult Services and Children's Services staff interface with law enforcement and the court system on a regular basis. Child support staff are in court two full days each week with Children's Services in court one full day per week. The courthouse is only 2.5 miles from DSS which is convenient for these programs. Frequent trips are made (at least daily) to the County Admin building due to frequent interaction with HR and Finance.

Would like to see a nurse practitioner located in the mall and have more office hours available for employees. (DSS employees are the largest county department, DSS employees utilize the nurse Practitioner frequently)

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

Division staff needs to be located adjacent to one another. All of Economic services staff need to be in close proximity due to shared workload and customer coverage on a daily basis.

A hearing room for state appeals needs to be situated in the Economic Services area. This room needs to accommodate wheelchairs and up to 3 people.

Child Support staff needs to be located together. Separate "front desk"/registration area for child support (in accordance with Section 4.0 of IRS Publication 1075).

Children's Services and Adult Services staff need to be located together as we are reorganizing their management structure and creating a social work services division.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Changes in the economy and utilization of technology will have a direct impact on the volume of customer traffic to our department. As technology expands to all areas within DSS, there could be a change in number of staff needed to produce the outputs currently produced. However, implementation of NC FAST has not proven this theory to be accurate. The former orange conference room has been converted to a computer lab housing 6 computers on tables. A larger computer training lab is an essential need for the changing business operations of DSS and our reliance upon daily utilization of technology.

Also with enhanced technology in social work services, there exists the possibility of teleworking for staff which could potentially reduce the space needs in the future. Social workers primarily work in the field and can be untethered if proper tools and processes are put into place. There is no concrete date of implementation for automation within these service areas.

Development of a triage team that immediately engages customers when they arrive to DSS will streamline processes and reduce the number of transition points for customers. Greater utilization of kiosks for self-serve applications can be encouraged as our clientele becomes more tech savvy. Processes are being streamlined by function with protected time for completion of data entry. A section of at least 10-20 interview rooms is needed to increase efficiency with the implementation of universal worker design.

Lastly, there is a move toward greater collaboration with community partners with the possibility of co-location of primary partners. Mental health providers sharing office space with social work programs is a real possibility as DHHS looks at improving services to consumers, especially to foster youth. Consolidation of departments is also a consideration that must be assessed to determine appropriate number of conference rooms needed.

Sufficient parking for staff, customers and county vehicles is needed.

Child visitation area is needed as frequency of visitation is a national best practice. Inside and outside playground areas will be needed.

- b. What do you foresee the space requirements being for these changes, if any?

Teleworking would require less office space but require drop-in office space for supervision and case staffing. Consolidation with any department would necessitate larger conference rooms, especially one to accommodate all staff, more numerous conference rooms accommodating 15-20 people.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Rowan DSS is in the midst of developing a Sustainability plan to identify appropriate staffing needs. For purposes of this space needs assessment, we would project potential staff growth of 26-30 staff over the next 10-15 years as our historical data shows that we have increased 26 FTEs since fiscal year 2000.

Future Equipment:

What new or additional equipment should be planned for in the future?

Dual computer monitors for all staff across all program areas will most likely be needed. Scanners, signature pads in social work and child support will become necessary as documents are imaged.

Greater use of technology in the reception area may require new kiosks or computer set ups for customer registration. A different "call system" is needed to effectively manage the traffic flow in the department.

3. Storage:

What new storage needs should be planned for in the future?

Adequate locked space for car seats and computer equipment. Additional space is needed for foster youth who become hospitalized in institutions for 3-6 months. They are not able to take their personal belongings so DSS must store them and be accountable for returning them when the child is released. A locker storage system would be ideal.

5. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Soundproof switchboard area or acoustical tiles that absorb noise. Audio visual capabilities for large scale training is important as the state moves toward greater use of webinars. We currently have inadequate teleconferencing ability with no ability to skype with foster youth and adult wards placed out of County.

We would like a large drop box outside of the main entrance with clear signage and instructions for collection times.

The LARGE conference room needs to have sound proof partitions to be able to split the room to accommodate multiple meetings.

DSS has a special program, One Church One Child, that maintains a "store" of used and donated items for families engaged with child protective services. Currently, this assistance center is located on Main Street in a local church. Having a satellite assistance center within DSS so that staff and families could access the supplies on site would improve efficiency.

An outdoor playground area for families to hold visitation during good weather.

6. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

All break rooms, toilets, conference rooms and workrooms are currently shared.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

- *SAFETY of staff is a key concern. Secure work areas accessible by badges are a must! Security cameras strategically located within the building as well as at all entrances and exits are needed.*

Rowan County Department of Social Services



Board of Social Services

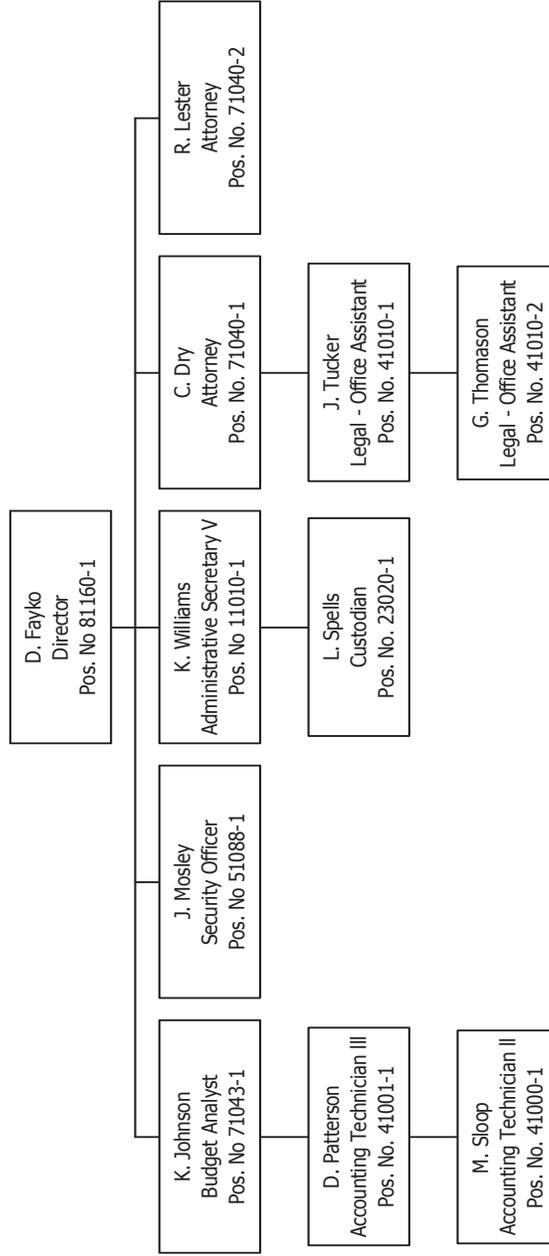
Ms. Lillian Morgan, Chairman
Jim Sides, Vice Chairman
William Peoples
Arnold Chamberlain
Ruth Kennerly

Board of County Commissioners

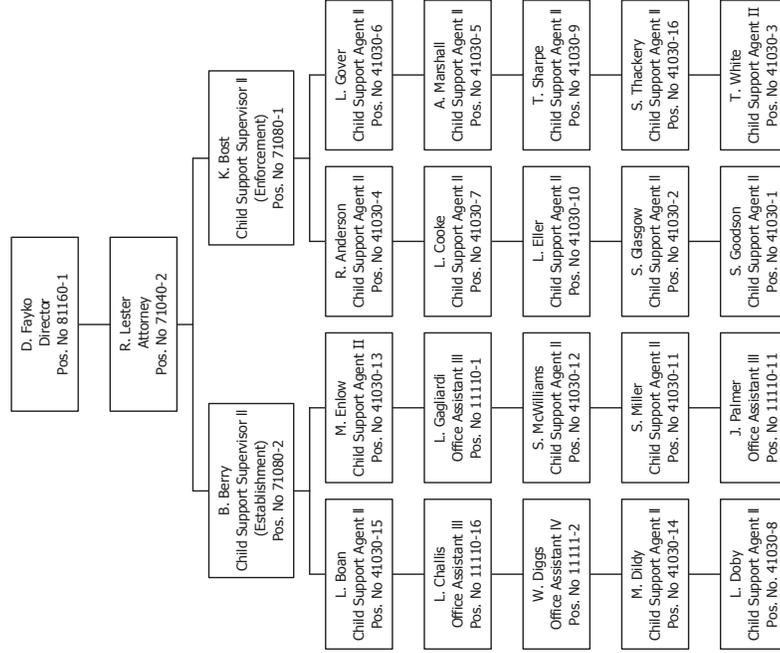
Jim Sides, Chairman
Craig Pierce, Vice Chairman
Jon Barber
Mike Caskey
Chad Mitchell

5/22/2014

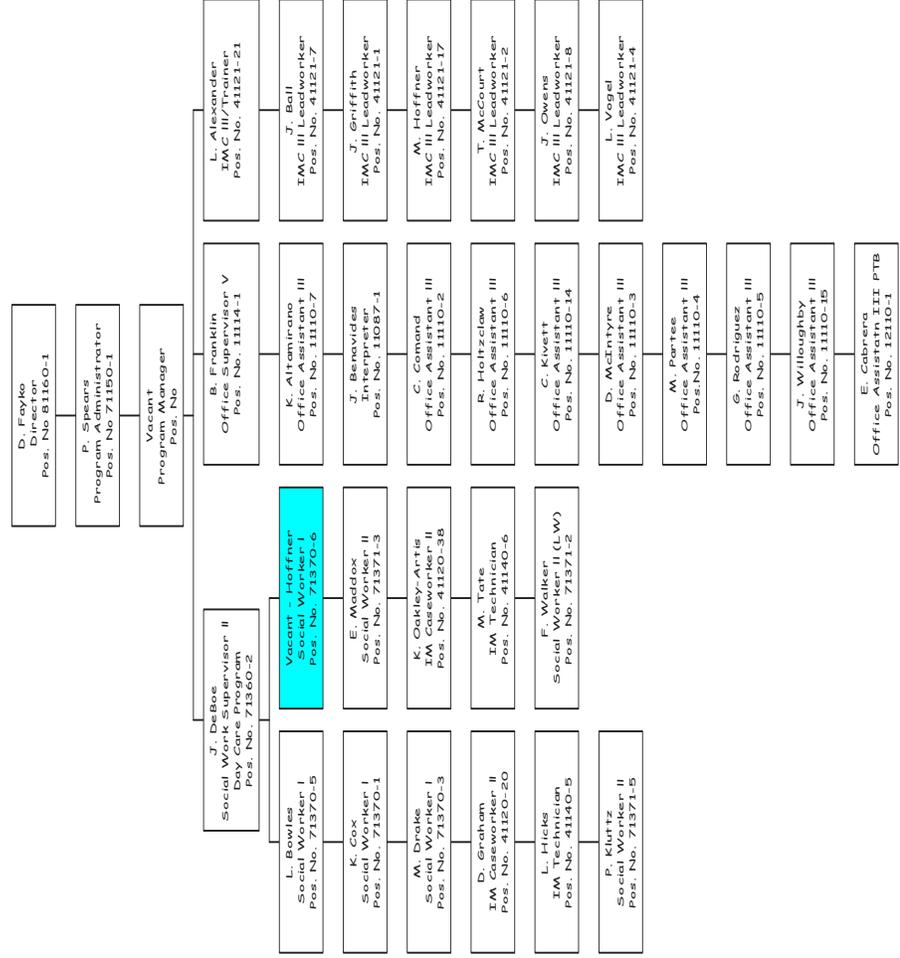
Administration



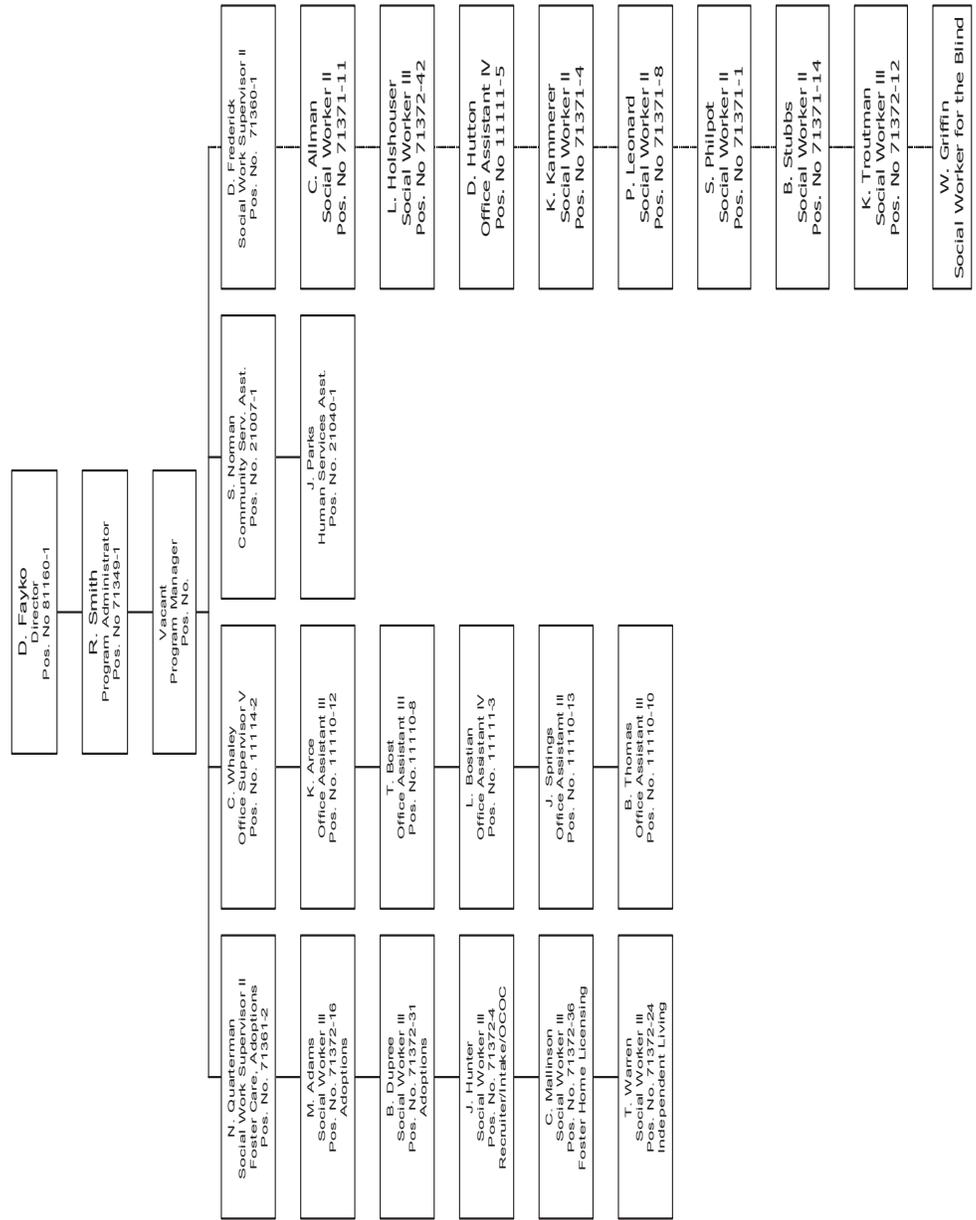
Proposal – Child Support Division



Proposal - Economic Services



Proposal - Social Work Services



ROWAN COUNTY – HUMAN RESOURCES

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

Administrative Office that provides Human Resources assistance to employees and Directors; operations include development and administration of personnel policies and procedures, employee recruitment and selection, benefits administration, wellness plan, job classification and compensation, employment law compliance, training and development, and employee relations.

Department also provides information to the public regarding employment with Rowan County and information regarding County Government services

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Darlene Boling, HR Director – advises department directors on personnel issues and employment law, supervises staff, & manages department operations

Tina Solomon, HR Analyst II – conducts job analysis, coordinates recruitment, salary surveys, training, budgeting

Debbie Holshouser, HR Analyst I – benefits administration, new employee orientation, FMLA administration, exit interviews

Tammi Powell, HR Specialist I – employee hiring, employee personnel changes in HRIS, drug testing, Michelle Stewart, Secretary- receive applications, job postings, personnel files, employee deductions, answers main phone line, assists other staff members

Pat Mullies, PT Secretary – Backup for full time Secretary at front desk/answering the phone and other administrative duties

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

5 offices for 4 full time staff members & 1 part time staff member

1 lobby/reception area with reception desk for 1 full time secretary with personnel files

1 workroom for copier, postage machine, shredder, work table, one desk, seven file cabinets, and kitchen area including sink, kitchen cabinets, refrigerator, microwave oven, toaster oven, & coffee maker

Large unfinished basement storage room for terminated files (20+ file cabinets) an four file cabinets FMLA and health insurance records and miscellaneous items

1 closet with shelves for storage of employee benefit paperwork

2 bathrooms shared with Finance Dept.

1 conference room (8-10 people) shared with other departments in building with small kitchen (sink & small refrigerator (Finance, IT, County Manager's Office) – has no AV equipment. Sometimes used by other agencies.

- b. What activities actually take place in the present spaces?

*Private Offices - meetings with up to 1-4 employees
Shared Conference Room - New Employee Orientation for up to 12-15 employees (every two weeks), staff meetings, small training sessions, and use by other agencies/departments(reserved by HR)
Lobby - applicants completing applications or employees completing paperwork in the lobby.
Employee training in other locations across the County*

- c. Describe your department's interaction with the public.

Most contact with the general public (citizens) is by phone or email. Some walk-ins asking general questions regarding RC Government or to get applications and employees mostly by phone or email but employees do make appointments to see staff and also new employee orientation (8-12 chairs needed).

- d. Describe your department's need for private conferencing space.

Individual offices for confidential employee discussions and conference room allowing up to 16-18 individuals with table for New Employee Orientation & training.

- e. Describe any special security needs for your department.

Restricted/limited access to all HR employees with perhaps the exception of the secretary/receptionist. May need to consider badge-only access even for the secretary/receptionist area with possibly a "buzz" through concept. Department deals with confidential matters, disciplinary procedures, and terminations. We have too many employees just wandering through the office.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

*Large training room (30 individuals) is not available at location and NO parking.
Conference room is too small for some new employee orientations.
There is unlimited access to staff, not a restricted area for security, and employees wander back to offices just to chat.
No additional offices for growth. Need dual desks/work areas in lobby/reception area – work space for full time secretary and part time secretary would allow staff coverage during times that one staff member is away from desk.
Front desk secretary must have easy access to personnel files so she can perform her receptionist duties at the same time.
Not many departments in buildings. Most employees/Directors have to travel to get to HR. Again, no visitor parking.
Positive: close proximity to Finance, IT, & County Mgr.'s Office, close to departmental mail boxes. Prefer separate office suite for confidentially purposes.*

5. Equipment:

List all major equipment you use and describe its use.

Copier, Printer, postage machine, and shredder in work room. Each office has a desk top computer, telephone, and some have individual table top printers. Use of portable projector and laptop in conference room for new employee orientation and small training sessions – would like room to have a mounted projector and screen.

6. Storage:

Describe your department's storage needs.

*Terminated employee files in filing cabinets (approx. 20) in the unfinished room in basement
FMLA employee files kept in unfinished room in basement (4)
Miscellaneous supplies/items kept in unfinished room in basement
Current employee personnel filing cabinets (behind secretary/receptionist)
Current applications files (1) (around the corner from secretary/reception)
Applicant tracking files in filing cabinets (4) in workroom
Position files in filing cabinets (4) in workroom
Medical/WC files in filing cabinets (3) in pt secretary's office
5 offices have 2-4 filing cabinets in each
Closet with shelves to keep employee and benefit forms, letterhead, envelopes, and items for job fairs, benefit and wellness fairs (hallway closet) – actually assemble packets in the closet
Small Office Supplies kept in kitchen cabinets
Larger supplies like extra notebooks, etc. kept in bookcase in workroom/kitchen
Boxes of Paper (10-12) kept under table in workroom/kitchen (use a lot of paper)*

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

Currently in the same suite of offices with Finance & Risk Mgmt – prefer separate suite but close proximity to Finance. Currently in the same building with other administrative offices, IT & Cty Mgr.'s Office (very helpful)

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

*HR Director's, HR Analyst II's, HR Analyst I's, HR Specialist I's offices beside each other.
PT Secretary's Office is beside the FT Secretary's reception/lobby area*

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Increase in # of County employees (currently 775 FT, 300 PT) and more assistance provided to supervisors & staff regarding HR issues, therefore increase in HR staff

- b. What do you foresee the space requirements being for these changes, if any?

More private offices (7-8 private offices in the next 10 years)

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

*5.5 employees to 6.5 in two years, 7.5 to 8 in five years, 9 in ten years
Recommended staff ratio to total number of County employees - 1:100,
Current number of employees - 775 FT & 300 PT*

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Private copier and fax (from any other department). Possible scanning equipment.

4. Storage:

What new storage needs should be planned for in the future?

Larger storage for files until County begins using a scanning system . Still will always need space for current & terminated employee files (must keep certain documents for 30 yrs). However files will need to be scanned to reduce the # of files (current & terminated personnel files)

5. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

A/V in conference room or training room including projector, better control of air conditioning/heat in all offices

6. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

*Separate workroom from other departments, i.e., medical privacy, confidential personnel files, fax, copier;;
Separate suite of offices from other departments, i.e., confidential personnel matters and limited access to staff from wanderers; same building as other administrative office (Finance, IT, & County Mgr's Office)
Separate conference room for new employee orientation & small training sessions
Could share a break room or bathrooms with other departments.*

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

ROWAN COUNTY – FINANCE

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The Finance Department provides fiscal support to County departments which enables them to service taxpayers, residents and visitors through the collection of taxes, processing financial transactions, maintaining financial reporting systems and ensuring compliance with statutes, regulations and policies. Finance records the receipt and disbursement of County funds as set forth in the budget ordinance and general statutes. An integral part of the department's function involves managing cash to maximize investment income while still meeting the County's cash flow needs. The department also manages capital assets, debt, grants, payroll and ambulance billing and collections.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

<i>Leslie Heidrick</i>	<i>Assistant County Manager/ Finance Director</i>	<i>Establish/maintain financial and accounting systems; manage/monitor investments, disbursements, grants; prepare annual budget and financial report; supervise department staff; assist County Manager, Commissioners and Department Directors</i>
<i>Harley Will</i>	<i>Assistant Finance Director</i>	<i>Budget process and analysis; monitor and reconcile property taxes; reconcile p-card transactions; supervise accountants, accounting technicians; financial reporting; assigned special projects</i>
<i>Derrick Atkins</i>	<i>Internal Auditor</i>	<i>Internal department auditing; reconcile health insurance; manage ambulance billing and collections operations; write policies and procedures; assist auditors with yearly audit</i>
<i>David Sifford</i>	<i>Purchasing Agent</i>	<i>Coordinate purchasing for the County: procurement of materials, equipment and supplies; prepare/distribute RFPs; review/monitor contracts; administrator for County employee p-cards; prepare fuel journal entries</i>
<i>Lisa Bevis</i>	<i>Accountant II</i>	<i>Manage grants; reconcile and assist with investments; manage construction contracts; assist Finance Director</i>
<i>Darnell Russell</i>	<i>Accountant I</i>	<i>Bill/reconcile landfill accounts; supervise accounts payable staff; assist with p-card reconciliations</i>
<i>Rita Peters</i>	<i>Accountant I</i>	<i>Prepare bank reconciliations; assist with capital projects financing; type reports; assist Finance Director</i>
<i>Teresa Sharpless</i>	<i>Accountant I</i>	<i>Supervise payroll and cash receipts staff; monitor accounts receivable contracts; manage fixed assets; prepare meeting summaries</i>

Vacant	Accounting Technician III	Process bi-weekly payroll; prepare payroll reports; post cash receipts/journal entries; prepare utility journal entries
Delores Schenk	Accounting Technician II	Process accounts payable; reconcile monthly vendor statements; reconcile p-card transactions; monitor vendor files
Amy Kluttz	Administrative Technician V	Review ambulance call reports; verify charges, insurance information; process incoming department mail; post journal entries; backup for accounts payable

3. Physical Facilities / Operations:

a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

- Four offices (15 x 15) (Leslie, Derrick, Rita, David)
- Office (12 x 12) (Harley)
- Office (10 x 12) with walk-in vault - vault used for payroll records, cash receipts and office supplies (Teresa)
- Office (10 x 12) - workroom for copier in hall, bookshelf for Leslie, office space (vacant)
- Four offices (10 x 12) (Lisa, Delores, Amy, Darnell)
- Office (10 x 10) - basement workroom, copier, office space if needed
- Shared workroom with Human Resources - color copier, postage meter, shredder, refrigerator, microwave, coffee maker
- Hall - printer for accounts payable checks, shared copier with Human Resources receptionist, shared printer with Human Resources
- First floor conference room - shared with Human Resources, Board of Elections and occasionally other departments
- Storage space in the basement for:
 - 3 years – capital projects
 - 5 years – accounts payable, accounts receivable, audit records, bids, budget records, grants, journal entries, loan records, time sheets
 - 6 years – contracts, purchase orders
 - 7 years – bank statements
 - 10 years – escheats
 - 30 years – payroll records
 - Ambulance billing records
 - Office supplies and envelopes

b. What activities actually take place in the present spaces?

See 3a.

c. Describe your department's interaction with the public.

See 3d.

d. Describe your department's need for private conferencing space.

- *Finance Director meeting with other department Directors, financial institution representatives, architects, engineers*
- *Internal Auditor meeting with department Directors*
- *Purchasing Agent meeting with architects, engineers, contractors, vendors; training other department staff regarding p-cards and purchasing policies*
- *Accounting Technician II training other department staff regarding accounts payable*
- *Accounting Technician V meeting with ambulance clients*
- *Bid openings*
- *Staff meetings*

e. Describe any special security needs for your department.

No special security needs.

4. Physical Facilities “Character”:

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

The Finance Department offices are located in downtown Salisbury in the Administration Building, which is a convenient location for County residents and is on a direct route from Interstate 85. Since the Finance staff works closely with Human Resources, the County Manager and County Commissioners, it is convenient being located in the same building with them.

*Currently the Finance Department is split between the first floor and the basement. **It is desirable for all Finance staff to be located on the same floor and in one office suite.***

There are no rest rooms in the basement. If County employees will continue to have office space in the basement, or if basement space is used for a staff break room, there should be access to rest rooms in the basement.

There is parking at the Administration Building for Department Directors that work in the building, Commissioners, the County Manager and three employees.

Parking spaces across from the Rowan Public Library are rented from the Salisbury Post by the County for staff parking. Staff also uses all-day parking spaces on Council Street, which is one block from the Administration Building. Parking spaces on Church Street, adjacent to the building, are limited by the City of Salisbury to two-hour parking.

The availability of safe parking for all staff close to the Administration Building.

5. Equipment:

List all major equipment you use and describe its use.

*Color copier/fax in the Finance/Human Resources work room on the first floor
Copier in the hall on the first floor
Printer in the hall on the first floor (shared with Human Resources)
Printer for accounts payable checks in the hall on the first floor
Color copier/fax in the basement*

*Computer for each staff member
Personal printer in office (Leslie, Derrick, Rita, David, Lisa)
Postage meter
Shredder
Two binding machines for reports*

6. Storage:

Describe your department's storage needs.

Office supplies

Boxes of envelopes – Finance correspondence, accounts payable checks, landfill statements

3 years – capital projects

5 years – accounts payable, accounts receivable, audit records, bids, budget records, grants, journal entries,

loan records, time sheets

6 years – contracts, purchase orders

7 years – bank statements

10 years – escheats

30 years – payroll records

Ambulance billing records

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

Finance staff works closely with Human Resources, the County Manager and County Commissioners, therefore it would be desirable to be located in the same building with them. All departments bring documents weekly to Finance and/or Human Resources.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

The Accountant II position (Lisa) and the Accountant I position #1 (Rita) works closely with the Finance Director on daily issues and special projects.

Accountant I position #2 (Darnell) supervises accounts payable staff (Delores).

Accountant I position #3 (Teresa) supervises the payroll position (vacant).

The Administrative Technician V (Amy) works closely with the Internal Auditor (Derrick) on ambulance billing and collection (ABC) issues.

The Assistant County Manager/Finance Director (Leslie) works closely with the County Manager and Commissioners. The position supervises Finance, Human Resources and Risk Management.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

New software will be implemented in calendar year 2015. It may or may not result in the elimination of the Administrative Technician V position. We anticipate adding one new position within five years.

- b. What do you foresee the space requirements being for these changes, if any?

As employees are added, we will need additional office space.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

See 1a above.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

None known at this time.

4. Storage:

What new storage needs should be planned for in the future?

The storage space requested in #6 above should meet our needs. No additional storage space is required.

5. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

There are no special needs for the Finance Department.

6. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

If the Finance Department is located in one suite, the following can be shared by staff:

*Two copiers (one located in a workroom)
One printer
One break room
One conference room
Rest rooms*

If the Finance Department is located on the first floor and the basement, the following can be shared by staff:

First floor:

- One copier located in a workroom*
- One printer*
- Rest rooms*

Basement:

- One copier located in a workroom*
- Rest rooms*

- One break room*
- One conference room*

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

March 5, 2013

The Rowan County Board of Elections would like to request another facility. We currently have in our office 2,300 square feet and an additional 900 square feet of storage in the basement.

We hope that when a location is chosen that the space would at least give us 10,000 square feet. It would not benefit us or the County to spend the money to move to a facility that would not give us the necessary space or allow us to grow in the future. For example; the former DSS building on Mahaley Ave could work if some of the smaller rooms were opened up. Ideally, we would like to place equipment storage, one-stop site and precinct supply storage on the bottom level. The top level would include our offices, record storage, conference/board room, training room and area for election night returns.

EXPLANATION:

1. We need 1,500 square feet of adequate storage space for our voting equipment with a large working area to test and prepare the equipment. We have 53 M-100 tabulators, 49 Automarks, 11 EVID (Electronic Pollbooks) and 27 laptops and printers. All of this equipment has to be prepared and tested. This area should include space for tables as well as provide several power strip options.
2. We need 1,500 square feet for a room for storage and preparing supplies for 41 Precincts that have to be ready for Election Day. This room would need shelving (cubbies) large enough to place all items for that particular precinct. Also space for storing such as tubs, signs and other items in between election times.
3. We need 600 square feet for a room for storage and preparing supplies for additional One-Stop sites (we have equipment for 6 sites). Equipment includes large rolling cabinets and carts, tubs and smaller items.
4. We need 1,200 square feet to include a large voting area for a One-Stop Site at the facility. The room should be able to include several tables,

- accommodate 20 voting booths and at least 5 ballot boxes, have sufficient power outlets and room for voters to wait in line.
5. We need 1,000 square feet for a large training room that could be set up with equipment (computers & voting equipment) needed to train the poll workers adequately. Ideally a room large enough for 75 people with tables and chairs is needed. This could also be used for a Press Room and showing Election Night Returns.
 6. We need 500 square feet for a secure area to store and sort ballots when they arrive. This space should include room for at least 2 tables and up to 31 ballot styles.
 7. We need a 250 square foot area to process absentee ballots which includes space for several tables, boxes and sorting trays.
 8. We need a 500 square foot storage area to store ballots and documents that we are required to keep by law.
 9. We need a 250 square foot secure area for Election Night Returns that would house our Unity Computer and where all results are uploaded from our precincts and One-Stop sites.
 10. Our staff needs 1,450 square feet area for their desks not to be too close together that when they are on the phone or helping citizens that they can hear without interruption.
 11. We need a 600 square foot board room that the board can meet and carry out their duties with an area where the public can sit and observe.
 12. We need 150 square feet for a Public Viewing Area that will house the public terminal and allow the public to look at documents.

Training Room:

We are finding it more difficult to secure facilities for the amount of time needed. We have around 200 Precinct Officials to train and are planning to add Campaign Reporting trainings. When we have to use facilities off site we have to get Facilities Maintenance to load and take equipment and supplies to the facility and then pick up the equipment and supplies. Set up of the room needs to be kept for more than a day due to the amount of trainings required for that many people.

During the month before an election we operate on a strict timeline and having our own training area in office would alleviate scheduling issues with having to use another facility as well as allow us to train poll workers in a reasonable amount of time prior to an election.

Voting Area:

We currently use a section of the Library for voting during One-Stop. Due to the amount of voters that vote during this time we feel that it would be beneficial to have an additional site for the City of Salisbury Area. We could use the voting area at our new facility and then when needed have the additional site at the Library in the even years.

Additional Space:

When our office is setting up an election we need space to have enough working area that our staff is not crowded and can be working on different tasks without having to work in the same area. This includes testing all equipment which is labor intensive and crucial. When getting ballots and supplies together for the One-Stop and Polling Sites, making sure that each site receives the necessary ballots and items that are specific to them. We have been lucky that we have not had major problems due to the confusion with all staff trying to do different jobs at the same time in the same areas.

Parking:

Parking has always been a major issue with offices downtown. Having a facility with better parking options would allow smoother election night returns from precincts as well as unloading/loading equipment.

With a larger facility that offers a voting area, adequate parking would be a necessity to ensure voters a positive voting experience.

Nancy S. Evans, Director

Rowan County Board of Elections



STATE BOARD OF ELECTIONS

6400 Mail Service Center • Raleigh, North Carolina 27699-6400

GARY O. BARTLETT
Executive Director

June 3, 2013

MAILING ADDRESS:
P.O. BOX 27255
RALEIGH, NC 27611-7255

Director Nancy Evans
Rowan County Board of Elections
130 West Innes Street
Salisbury, N.C. 28144

Re: Your Office Needs

Dear Director Evans,

In 2007 I personally conducted an on-site Wellness Check of Rowan County Board of Elections premises. Based upon my inspection of your office and basement storage area, I determined two items needing consideration:

- 1) Your facility did not give the parking necessary for citizens to access your office easily.
- 2) Your basement was not secure and looked as if it had prior water damage.

As you know, 8 NCAC 4.0306(a) requires the following of a county board of elections as to the storage of voting systems:

08 NCAC 04 .0306 DUTIES OF CUSTODIANS OF VOTING SYSTEMS

(a) The chairman of the county board of elections shall be responsible for the safekeeping, storage, maintenance and care of the voting system. The voting system shall be properly stored in a safe, appropriate and secure location so that the system cannot be tampered with when not in use on Election Day. The county board of elections may appoint as many persons as determined necessary for the maintenance, storage and care of the voting system and for the proper preparation and testing of the voting system and delivery to the voting precincts preceding a primary or an election. Persons employed for this purpose shall be compensated for their services as authorized by the county board of elections.

In August 2008 the basement of your facility was once again flooded. Some of the voting equipment had to be checked for damage due to the water which could have resulted in the malfunction of the equipment and excessive costs of conducting another election or replacement of the equipment. I understand that boxes of records were also damaged.

LOCATION: 441 NORTH HARRINGTON STREET • RALEIGH, NORTH CAROLINA 27603 • (919) 733-7173

Upon the assurances of your office that the county was in good faith committed to moving your office to a better site in the future to remedy these problems, we chose not to insist upon an immediate change of location of your facility.

I am now distressed to learn that the long expected move of your office is now being considered without the removal of the voting systems from the unsatisfactory basement storage area. When the Rowan County Board of Elections Office is moved, it is our expectation that the equipment and records should not remain in the basement location. As you are aware, funds from this agency were used to purchase this equipment and to maintain it until just recently. With no more voting system funds available for county use from our agency, and the only source of funds for voting system repair and replacement to come from county funds, the damage we seek to avoid benefits both Rowan County and our agency.

Based upon the security needs cited above and the testing aspects of the equipment, the voting systems should be secured in the elections building. On behalf of our agency, please thank your county government for moving your office, but make sure they do not leave the voting systems in the current basement storage area.

Sincerely,

A handwritten signature in black ink, appearing to read "Don Wright". The signature is written in a cursive, flowing style.

Don Wright
General Counsel

John T. Hudson, *Chairman*
John R. Steele, *Secretary*
Jonnette J. Powell, *Member*



Nancy S. Evans
Director

Rowan County Board of Elections

To: Rowan County Board of Commissioners

**From: Nancy S. Evans, Director
Board of Elections**

Date: June 5, 2013

Subject: Justification

The Elections office moved into our present location in 1996. At that time we had 67,612 registered voter. Our voter registration is now at 91,148. After the 2008 Presidential Election we could no longer have One-Stop Voting at our office. The Elections Office began with the 2007-2008 CIP for a 10,000 square foot facility with a completion date of February 2008. This discussion has been ongoing every year since.

Laws have changed and will continue to change in the Elections field. Our office must make sure that we have the ability to meet these changes. In our current location we have a potential for major problems arising.

During the 60 days before an election numerous things need to be accomplished. Due to the congestion and lack of space in the office we have found that our problems are becoming more numerous. All voting equipment must be tested extensively before each election and there is no room to move them around to test them without delay and extra work. The consumables and files are stashed where possible. There is a huge potential for security to become compromised.

The Election Board Members and I measured the usable space in the lower level of the Mahaley Building. It measured 3,424 square feet. We currently have 3,200 square feet.

We are in need of both levels of the Mahaley Building. Just the lower level is not sufficient to fill our current or future needs to administer elections properly. If our current working conditions are not improved by obtaining adequate space, the Board feels a serious mistake could occur, resulting in thousands of County funds to be spent in re-conducting an election as well as bringing unfavorable attention to the County.

It would be costly and inefficient to move us to a facility which would not give us the additional space needed.

ROWAN COUNTY – INFORMATION SYSTEMS/ COMPUTER RESOURCES

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The Rowan County has a two fold purpose of supporting all county IT needs whether they are device or application dependant and also supporting Rowan County citizen's needs to interact with the county. This can include (but not limited) to telephones, cell phones, networks, PC's, laptops, tablets whether stationary, hand carried or mounted inside vehicles. Besides the array of user type devices we also support two data centers with 160 virtual servers, SAN and iseries. We also support video production and the County's website. We are also involved in the integration and implementation of multiple third party systems and planning and coordination for data systems in new and remodeled building projects.

This is handled by a work order system that allows us to prioritize and manage request for services as received by the department.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

*Tony Baskin - Technology Support Analyst <http://tinyurl.com/lluoshd>
David Boling - Director <http://tinyurl.com/kwp2uzr>
Justin Crabtree - Webmaster <http://tinyurl.com/mcdohjf>
Randy Cress – Network Administrator <http://tinyurl.com/m9oanke>
Thomas Goodman - Data Center Specialist <http://tinyurl.com/k6j7s37>
Jane Moore - Administrative Secretary V <http://tinyurl.com/ltebedk>
Bob Pendleton - OFFICE ASSISTANT IV <http://tinyurl.com/l4szynr>
Gail Rector – Analyst/Programmer <http://tinyurl.com/mjswljd>
Thomas Roemer - Systems & Network Manager
Viktoriya Rumyantseva - Technology Support Analyst <http://tinyurl.com/lluoshd>
Jonathan (Bryce) Russell - Technology Support Analyst <http://tinyurl.com/lluoshd>
Keith Valencourt – Analyst/Programmer <http://tinyurl.com/mjswljd>*

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

We currently have 8 offices for 12 staff members. Our two administrative people share a space which is accessible by the public/customers. Since they both fill in for each other and share in many of the same task it is ideal that continue to share a space designed for two. They also need access to the copy/workroom. Our web master has a slightly oversized office which space for his video monitoring and editing monitors and other equipment. Our three Technology Support Analysts currently share an office. Everyone else has an individual office. We have one meeting/workroom for working/staging

equipment and one meeting room for training/conferencing. We have a shared work/break room with our copier and refrigerator.

- b. What activities actually take place in the present spaces?

In addition to the normal office activities that take place in the in our offices, we also have a need to work with our client in our office and to teleconference with support and clients.

- c. Describe your department's interaction with the public.

Very little interaction with the public, but almost continual contact with Rowan County employees in person, by phone or via email. This are people that walk directly in to our offices, many time without an appointment.

- d. Describe your department's need for private conferencing space.

We need to have a place that we can work on equipment or software as a small group that we can keep locked so everything doesn't have to be put up every night.

- e. Describe any special security needs for your department.

Besides the normal needs for security special needs would the ability to control access to the computer room/data center. Also many times our staff will be working with others on items that should stay confidential.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

The main issue we have in our current location is not having a loading dock. We get a large amount or equipment that have to be unloaded from trucks and not having a loading dock just adds more steps. Also since we go in and out a lot traveling to different county locations the absent of parking is a major issue.

5. Equipment:

List all major equipment you use and describe its use.

Too much specialized computer equipment video equipment to list but I would sum it up by saying all the normal office equipment and also the data center equipment. Also we host a conference room and equipment for department/employees needing to do video conferences.

6. Storage:

Describe your department's storage needs.

We always have computer equipment either coming in or out. All this equipment has to be "staged" by us in the IT department before being put in use. This takes a significant amount of time so we have large storage needs.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

Our only space requirement is that the most county staff we are closer to the less we have to travel.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

The Technology Support Analyst positions work better when close to each other (being in the same room is ideal). Currently their space is a little too close with very little "private" area. Plus it is ideal to have the Systems & Network Manager with easy access to the Tech Support Analyst as well. Since we have many people that do overlapping jobs, having a space that makes allows for contact throughout (with the ability to close a door if necessary) the day is important.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

I don't see any changes.

- b. What do you foresee the space requirements being for these changes, if any?

None

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

I think that we have short term (immediate) needs for 2 additional staff. While more would be helpful and allow us to serve our clients faster, realistically I would expect only 2 new staff if that. What would change that scenario (short term or long term) is if the County wished to go into a new technical area that we currently don't us. For example, at one time we didn't have PC's or web site, or video recordings of our commissioners meeting, these all required more staff.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Nothing other than the constant upgrade/replacement process or "in with the new out with the old"

4. Storage:

What new storage needs should be planned for in the future?

None

5. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

The only need we have is for the two "data centers" that we currently manage and naturally these rooms should be designed for this purpose.

6. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

Everything we have could be "shared space". I don't see much need for anything private.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

PROGRAMMING WORKSHEET - ROWAN COUNTY SHERIFF'S OFFICE

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the mission of your department along with the services/ activities/ programs it provides.

The Office of Sheriff was created in Article VII, Section 2, of the Constitution of the State of NC. Historically, the Office of Sheriff pre-dates the Domesday Book of 1086 A.D. The Sheriff serves as the chief law enforcement officer of the county, and is by law charged with ministerial duties, execution of process of the courts, management of the county jail, security of the courts, and the general protection of the people. The Sheriff's duties are both specified in the State Constitution and the North Carolina General Statutes. A Sheriff delegates the duties of the office to subordinate deputies.

Specifically, the Rowan County Sheriff's Office strives to protect and serve the citizens of Rowan County through the enforcement of county ordinances, NC State Statutes, and Federal law. The Rowan County Sheriff's Office works daily to provide professional law enforcement services to county citizens by maintaining a well-trained and well equipped staff ready to respond to all types of criminal investigations and emergency situations.

2. Personnel:

List current key personnel in your department. Give Division, job title or position and list major duties and responsibilities for each person.

*Sheriff Kevin Auten-Elected Law Enforcement Official
Chief Deputy David Ramsey-Department Supervision
Captain John Sifford-Administrative & Support Services
Captain Sam Towne-Support Services
Captain Tim Wyrick-Criminal Investigations & Patrol
Capt. Joe Milem-Detention Center Supervision
1st. Lieutenant Chad Moose- Criminal Investigations
Patrol Lieutenants Neal Goodman, Scott Duffell, Gene Smitley, Randy St. Clair-Patrol Squads A, B, C, D.
Lieutenant Mike Brady-Staff Development for both Sheriff's Office & Detention Center. Also oversees satellite office at Landis, NC
Lieutenant Brian Rucker-Court Bailiff's
Lieutenant Jim Ferree-Detention Center Supervision
Lieutenant Audrey Mackie-Detention Center Supervision
Sergeant Greg Hannold-Supervision of Civil Officers
Staff Sergeant Jason Owens-Supervision of Criminal Investigations
Sergeant Lane Kepley-Supervision of Narcotics & Special Investigations
Sergeant Wes Smith-Supervision of ACE Team/Highway Interdiction
Sergeant Robert Price-Supervise School Resource, School & County Buildings security, Community Programs
Patrol Sergeants Carl Dangerfield, Carmen Williams, Kevin Myers, Jody Burleyson
Patrick Carman-Sheriff's Administrative Assistant
Deputy Karen Brindle-Supervision of Records Management- Sheriff's Office & Detention
Toni Megliorino-Accounts Payables
Master Deputy Gerald Croyle-Sheriff's Office Training Officer located at Landis satellite*

*Kathy Barringer-DCI Terminal Agency Coordinator for RCSO & Concealed Handgun Permit Coordinator- located at Landis satellite.
Clerical personnel at both Salisbury and Landis satellite office*

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by the Sheriff's Office (Be as specific as possible, i.e. how many offices and what size they are, detention spaces, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

Diagram is attached

- b. What activities actually take place in the present spaces?

<u>OFFICE</u>	<u>ACTIVITY</u>
E101	Office of Sheriff Auten
E102	Accounts Payable Clerk-Toni Megliorino
E103	Office of Captain Sifford-Admin, Civil, Budget, News Media, etc.
E108	Office of Chief Deputy David Ramsey
E109	Sheriff's Conference Room- Meetings, employee discipline area, Investigators briefings, suspect interrogation.
E111	Fingerprint room & some record storage
E112	Office of Aggressive Criminal Enforcement Unit- office for 4 deputies
E113	Community Programs & School Resource Deputies- also stores public literature & giveaways
E114	Office of Captain Wyrick-Patrol & Investigations supervise
E115	Patrol Briefing Room & Record Storage
E115A	Space for Patrol Officers to do incident & arrest reports, meet public, watch prisoners, etc. E115A also has a cubicle for the on duty Patrol Sgt. Does not allow space for him to meet or counsel employees in private.
E116	On Duty Patrol Lieutenant's Office- Two desks shared by 4 different Lts. Used for meeting with public, subordinate employees, doing paperwork, etc.
E123	Phone and computer closet-no benefit to Sheriff's Office for working space
E123A	Electrical closet-no benefit to Sheriff's Office for working space. No storage/fire marshal
E124	Evidence intake and storage- Evidence custodian works in this storage space containing evidence storage, evidence lockers, two evidence safes. Is the custodian's office too.
E125	One of only two original suspect interview rooms. Also serves as Computer Voice Stress Analysis room when that testing on suspects is needed.
E126	Second of only two original suspect interview rooms. This office definitely needs more Interview space.
E127	Office used for Special Investigative Unit for processing of evidence, storage of high tech surveillance equipment, large firearms safe, and storage of high risk entry equipment.
E128	Door on opposite hallway opens to same room as E127
E129	Inner Office Reception location-Clerical asst. is phone operator & greet public from Courthouse area, who step down into Sheriff's lobby for a number of transactions
E130	Sheriff's Office Armory- Houses weapons, ammo stockpile, various types of equipment.
E132	Wiring Closet-No benefit to Sheriff's Office for working space.
E134	Sheriff Administrative Assistant- Also storage space for Department's office supplies
E135	Office of Captain Sam Towne- Vehicles, law enforcement supplies, inventory
E136	1 st Sergeant Robert Price- School Resource Officers, GREAT Program, Courthouse & County Schools & Buildings Security Coordinator.

Men's shower & locker room area is used for storage of numerous types of Sheriff's Office equipment.

Women's locker room & showers also used for storage

E145 Special Investigative Unit Office- Narcotics Investigations- Office is shared by 5 Investigators and equipment. Very cramped.

E145A Civil Process Office and clerical staff- RCSO serves over 50,000 civil papers/year. Space Shared by 9 Deputies and 4 clerical staff

E146A This space is same as 145A

E146A1 Sheriff's reception area off Main St. entrance- Very small

E146A2 Space off of reception area used to more private with public for paper service & reports

SECOND FLOOR

E203 Crime Scene Investigator Office & equipment storage.

E203A Crime Scene Investigator Lab space

E203E Interview room made by Investigators

E202 Large space still storing old 911 equipment. No use to anyone?

E202A Office space in use by Criminal Investigative Unit

E204 And E204A is all a big hallway.

E236 Mechanical room- no use to Sheriff's Office

E237 Criminal Investigations Unit- Space shared by 9 Investigators.

E237A Office of Criminal Investigations 1st Lt. Chad Moose

THIRD FLOOR

Evidence room storage house all types of evidence

E306B Courtroom bailiff's office- Shared by XX Deputies

E314 Storage of Sheriff's Office new street gear equipment

Landis Satellite Office

Training Office- Office space for Lt. Brady, Departmental Staff Development Officer & Sheriff's Office Training Coordinator Jerry Croyle.

Sheriff's Lobby at Landis Satellite- Small lobby space for public

General Office- Office Space that is shared by 3 full-time and 2 part-time clerical staff processing handgun purchase permits, concealed handgun permits, and fingerprinting.

Training Room- Room used for training purposes of entire department. Used for State mandated in-service training, specialty training classes, and departmental meetings for supervisory staff since there is no space at the main Salisbury Office.

c. Describe your department's interaction with the public.

The Rowan County Sheriff's Office has constant and ongoing interaction with the public on a constant everyday basis. Patrol Officers are answering calls from the public, Detectives are investigating cases, Baliffs are maintaining courtrooms, school resource officers are at schools, Civil deputies are serving papers and Detention staff are monitoring prisoners.

At the main Sheriff's Office and at the Landis satellite, the public comes in all day long to apply for gun permits, fingerprinting, to make crime reports, and to be served with civil papers or criminal

warrants. The Sheriff's Office switchboard, open from 8am to 5pm, receives hundreds of calls per day from the public for a multitude of reasons. Officers also have suspects come in for questioning, and victims are called to come in so an investigation can be continued.

- d. Describe your department's need for private conferencing space.

The Sheriff's Office needs conferencing space for a number of reasons. There is always a need to talk to employees in private; suspects, witnesses & victims almost always need to be talked to in a private area. The Command Staff needs private conferencing area to meet for planning and problem solving sessions.

- e. Describe any special security needs for your department.

The Sheriff's Office has to be a restricted area, with the exception of public lobbies. Confidential Investigations, and the presence of expensive equipment require public access to be restricted. The evidence storage areas must be fitted with an alarm system and have very restricted access to maintain the chain of evidence for effective prosecution of court cases. The armory area must also be alarmed and have very restricted access so that weapons, ammunition, and equipment can be maintained. Of course, the Detention Center and Annex must be completely secure at all times to prevent escape of prisoners.

- f. Describe typical procedures.

- Dispatching calls-Main Office and Landis satellite receive calls from public for a number of reasons. Any Emergency calls are sent to 911 Center, and all calls for service are dispatched by the 911 Center.
- Questioning detainees and others-Suspects are questioned at Sheriff's Office Interrogation rooms for many different types of crimes. Any suspects in a homicide investigation are required to be video and audio recorded by law, for prosecution purposes. Presently only have one room set up to for audio and video recordings.
- Processing/ booking actual violators-Arrest reports are completed on MDTs by Deputies and Investigators. Fingerprinting & appearance before magistrate are completed at the magistrate's office and then prisoners are taken to the Detention Center for further processing.
- Evidence handling and storage-Deputies package evidence and place in secure lockers after hours. During the day evidence custodian will check in the evidence and catalog for storage. Have storage sites downstairs and on the third floor of the main office. Also, currently use bus garage for storage of vehicles seized for evidence due to be used in crimes. Sheriff's Office needs it own secure storage area.
- Inmate visiting-Should have been covered by Detention Captain, but inmate visitation occurs at both main Detention Center and at Annex.
- Emergency operations-Command Post normally established in close proximity to the incident that is occurring. Also 911 Center does possess a mobile command center.
- Shift changes/ roll call- Handled in cramped room at main office for patrol squads. Detectives must meet each morning in departmental conference room
- Other procedures-?

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)

Current facilities are cramped and there is no free space available. Sheriff's Office has lost space ever since we moved into the current space in 1995. Had to use training room space for detective offices.

5. Equipment:

List all major equipment you use and describe its use.

Major equipment by Sheriff's Office is vehicles, weapons, computers, copiers, and various CSI equipment.

6. Storage:

Describe your department's present storage needs (i.e. firearms, evidence, narcotics, vehicles, etc.)

Sheriff's Office will continue to need our armory for own weapons, but needs a bigger space, with sturdier shelving for ammo and weapons storage.

Evidence storage space is much needed. Current areas are cramped with evidence. Court rulings require all evidence on murder convictions be held indefinitely to allow for appeal process in court. More crime equals more evidence storage required. Areas must be alarmed.

Any seized narcotics are stored in evidence storage. RCSO has numerous narcotics cases creating lots of evidence.

Storage for vehicles seized in crimes is also needed, with it being secured by alarm. Storage for RCSO vehicles going out of service and those waiting to be put into service is also needed. Currently all of these are stored at County bus garage, with no secure area or alarm. Need to having alarm systems.

RCSO desperately needs secure storage area for numerous important records. i.e. investigative files, employee files, gun permit files, etc.

An alarmed storage area is also needed for weapons seized per 50 B Domestic Violence Court Orders.

This responsibility continues to grow for the RCSO as judges continue to order weapons held for a year or more in some cases. Some persons have extensive weapons collections, which we have to store and protect while in out care. RCSO does charge for this, but space is needed.

7. Security:

Describe your department's present security needs.

RCSO will continue to require to be a secure area with lobby areas which are accessible to the public.

Both secure areas for a departmental armory and for evidence of all types will be required continuously.

Detention areas, of course, will still need to be secured areas.

8. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

The Detention Center, Civil paper service Deputies, and Court Bailiffs will always need to be near the courthouse area. Most likely will also need a public lobby with receptionist for phone calls, and desk officer for reports, questions, advice, etc.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

Administration, clerical, patrol, and investigative teams would be more effective in kept together. All areas of department would most likely be more easily managed if kept in same building.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Population, crime rate, and the demand for services will most likely continue to grow. The need for more Deputies, Detention Space, and Courthouse space will also increase as well. State Legislators talk of requiring county detention centers to hold all convicted misdemeanor violators for their entire sentence may require more detention space and the staffing required to run it?

- b. What do you foresee the space requirements being for these changes, if any?

Space needs will inevitably grow as department has outgrown the current space it has available now. Increase in Deputies and Investigative staff will require more office space. Records storage and evidence storage will continue to be a constant and growing need as well.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

This answer is entirely dependent upon our governing body, the Rowan County Commission!! While it is anticipated that the Sheriff's Office staff will grow as county population grows, only the County Commission can approve the funds needed for increased staff.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Increased Detention Center space and the required kitchen area and equipment needed to feed inmates. Additional equipment for the processing of crime scene evidence will also be needed as there is currently no room for expansion now. Addition interrogation rooms are needed asap, and the required recording equipment needed for effective prosecution of criminal cases will be needed.

4. Storage:

What new storage needs should be planned for in the future?

*Increases in the space for everything!
Evidence, Armory, Records, Vehicles, and storage for weapons seized on 50B orders.*

5. Security:

What new security needs should be considered in the future?

In addition to current areas with alarms, there should be alarms placed on records storage and on vehicles seized for crimes.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Suitable training room areas for Sheriff's staff is needed. Currently, NC Sheriff's Standards require 30+ hours of in-service training, with the requirement likely to grow. This space would need to have audio-visual equipment and a place for physical training with mats so Deputies could receive regular training on self defense. A workout area with showers for both male and female officers is also a valid need.

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

Currently only two male and female bathrooms in Sheriff's Office. Only one conference room exists, with it being used for multiple functions. There is no break room for staff. Copiers are placed in areas where they are needed and are shared.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

PROGRAMMING WORKSHEET - ROWAN COUNTY SHERIFF'S OFFICE DETENTION CENTER AND JAIL ANNEX

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the mission of your department along with the services/ activities/ programs it provides.

2. Personnel:

List current key personnel in your department. Give Division, job title or position and list major duties and responsibilities for each person.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by the Sheriff's Office (*Be as specific as possible, i.e. how many offices and what size they are, detention spaces, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

We have two detention facilities. We have one on Grace Church Rd., which is our Annex facility, and our main detention center on 115 W. Liberty St. Our jail Annex is a 160 bed facility comprised of four housing dormitories with a maximum capacity of 40 inmates per unit. There are two upstairs storage areas that house the air handler filters. Two main storage areas serve as kitchen storage and miscellaneous storage. In the miscellaneous storage areas we store inmate property, facility supplies, and maintenance supplies to include equipment and serves as a classroom as well. Our kitchen storage area is divided into a dry storage area and a cold storage area. There is a conference room, break room and two office areas in the administrative part of the building. The following are the estimated dimensions of storage areas at the Annex; Office #12*12, Office #2 10*10, conference room 18*12, Breakroom 12*12 and general storage room 24*24. Our main detention facility is a 210 bed facility comprised of three directly supervised housing units and seven indirectly supervised housing units. There are eight office spaces, one meeting area that serves as a break room and roll call room, three multipurpose storage areas and two kitchen storage areas. The multipurpose storage areas are utilized for inmate property storage, facility supplies, maintenance equipment; inmate files (current and past). The kitchen storage areas are for cold and dry storage of food. We do not have a personalized copy room in either facility. The copiers are in open areas of the facility. The following are the estimated dimensions of storage at the main detention facility; Office #1 14*9, Office #2 6*8.5, office #3 11*10, Office #4 9.5*8, Office #5 7*14, office # 6 9*11, office #7 10*11, office #8 8.5*6, office #9 14*14.5, Break room 11.5*17, general storage #1 16*34.5, General Storage #2 39*39, General storage #4 8*7, General storage #5 17.5*23.5, General storage #6 7*7, General storage #7 24*30, General storage #8 15*9, general storage #9 7*3, General Storage #10 4*6 and General storage #11 8*7.

- b. What activities actually take place in the present spaces?

I tried to describe this in the above paragraph. In our Annex facility we utilize our storage spaces and our noted spaces as they were intended. We do not have to combine areas to meet needs at this facility. All storage areas at our Annex facility meet our current need at this point. Our kitchen storage areas are on a smaller scale according to our kitchen manager. Weekly storage cold and dry items would be a challenge in these areas. These items would need to be delivered on a daily basis due to

the smaller storage areas. Our main facility has Two Kitchen storage area (ref. general storage # 8, 9) out grown our needs. We have to combine areas such as office space, break room/conference rooms and storage areas to meet our needs.

- c. Describe your department's interaction with the public.

We have daily interaction with general public in forms of Bonds and general public questions.

- d. Describe your department's need for private conferencing space.

Our detention section does not have any private conferencing sections other than offices. We are currently combining areas such as break room and roll call room space.

- e. Describe any special security needs for your department.

Our current security needs would fall under bed space in both detention facilities to satisfy federal requirements in classification of inmates.

- f. Describe typical procedures.

- *Dispatching calls (we utilize hand held radios to communicate with each other)*
- *Questioning detainees and others(we do not have a private conference room for questioning detainees)*
- *Processing/ booking actual violators(we book all arrestees at our main detention center)*
- *Evidence handling and storage (evidence is turned in to evidence officer and logged in)*
- *Inmate visiting (inmates are allowed one 20 minute visit a week. Visitation days are Tuesday, Wednesday, Saturday or Sunday)*
- *Emergency operations (utilize policy and procedures of the Sheriff's office)*
- *Shift changes/ roll call (each shift has a 15-2 allotted time to conduct roll calls and shift briefings. The main facility utilizes the break room area and the Annex facility utilizes the conference room.*
- *Other procedures*

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

Our Annex facility is our newest facility. It is just over 2 years old. It is located about 6 miles from our main facility and court house. The location of this facility is a hindrance from transportation of inmates to and from each facility and inmate meals. The kitchen at the Annex is not used and all meals are prepared and transported to the Annex from the main facility. The distance of each facility hinders the supervision operations of each facility. We have one Supervisor that has to split their time between facilities supervising staff. Our main facility has challenges with space for inmates to properly classify their charges. We are running into limited space for minors and medical isolation inmates. We are running into meeting federal guidelines set because of this space issue.

5. Equipment:

List all major equipment you use and describe its use. Kitchen equipment, Emergency Generator, computer systems, and transportation vans.

6. Storage:

Describe your department's present storage needs (i.e. firearms, evidence, narcotics, vehicles, etc.)

All above mentioned storage space in section #3 a is being utilized and has been out grown.

7. Security:

Describe your department's present security needs.

We are in need of more transportation officers and vehicles. We make trips everyday to various sections of NC. The limited personnel and vehicles have made us utilize Part time help and pull man power from each shift.

8. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?
- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?
- b. What do you foresee the space requirements being for these changes, if any?

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

3. Future Equipment:

What new or additional equipment should be planned for in the future?

4. Storage:

What new storage needs should be planned for in the future?

5. Security:

What new security needs should be considered in the future?

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

ROWAN COUNTY – ANIMAL CONTROL

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

Animal Control provides public safety to the citizens of Rowan County. A major responsibility of this department is to educate the public on rabies and rabies prevention, the purpose of the Rowan County leash law and why we enforce it, why pets need to be spayed and neutered and the proper care of animals. Some of the services we provide include handling calls for the following:

- *Possible rabid animals;*
- *Dog/cat bites*
- *Vicious dogs*
- *Injured animals*
- *Cruelty and abandonment cases*
- *Stray animals running loose(dogs, cats, livestock)*

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

- *Clai Martin – Director – plans, organizes and directs the Animal Control Program to ensure compliance with County, State and Federal laws, regulations and procedures;*
- *Maria Pannell – Office Supervisor V – manages the front office staff and front office/shelter operations;*
- *Tommy Staton – ACO II – supervises field operations;*
- *Jim Rich – ACO I – handles animal control calls, assists with euthanasia, manages fleet maintenance, oversees inmate program and assists at the front desk;*
- *Jamie Stivers – Vet Tech – in charge of euthanasia, assesses the health of animals, performs physical examinations and administers medications and vaccines;*
- *Ann Frye – ACO I – handles calls for service;*
- *Dave Heilig – ACO I – handles calls for service;*
- *Lindsey Ward – ACO I – handles calls for service;*
- *Eric Williams – ACO I – handles calls for service;*
- *David Yaninas – ACO I – handles calls for service;*
- *Malorie Fisher – OA III – assists customers, answers phones, data entry, writes up calls for service, etc.*
- *Ashley Hassard – OA II – assists customers, answers phones, data entry, writes up calls for service, etc.*

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

- *Officer's room – 7 officers share a 15' 9 ½ x 16' 4" room. Officers are on top of each other;*
- *Director's office – small, cramped space with no windows. Had the maintenance department put up a wall and door in the breakroom so the Director would have privacy. Is a small 10'2" x 8'office;*
- *Front Desk in lobby – very small 14' 10" x 8 ½ area;*
- *Breakroom is a small 10' 6" x 10 ' area. Is very cramped.*

b. What activities actually take place in the present spaces?

- *Officer's room – officers key in data on the computer off their reports, return phone calls, etc.*
- *Breakroom – In this room, besides staff using it for lunch, the Director works on projects at the table and at times, the Director and staff meet with the general public to discuss cases, citations, problems, complaints, etc.*
- *Front Desk – operations revolve around the front desk. Calls are written up and distributed to the officers and officers are contacted via radio by front desk staff to handle emergency calls.*
- *Adoptions, redemptions, paying of citations, animals turned in all happen at the front desk.*
- *Director's office – Director works out of this small office.*
- *Describe your department's interaction with the public.*

c. Describe your department's interaction with the public.

The shelter averages 1,649 visitors a month. Some days, will have 110 – 120 visitors in the shelter in 5 ½ hours and 50 – 70 visitors on Saturday mornings in 3 ½ hours.

d. Describe your department's need for private conferencing space.

There is definitely a need. Presently, meetings and training are held in cramped officer's room or even in small breakroom. Also, meetings with the public are held in these rooms.

e. Describe any special security needs for your department.

Additional security cameras and outside lighting.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)

Too small. Very limited space. Need a much larger facility. When built back in 1995, did not plan for future growth.

5. Equipment:

List all major equipment you use and describe its use.

*Incinerator – burn animal carcasses.
Furnace – kennel runs have heated floors.*

6. Storage:

Describe your department's storage needs.

Need more storage. Very limited storage space throughout facility. For example, had to turn the food room into an isolation room. Food Containers are sitting out in the garage area. Mop buckets are stored in bathrooms in view of the public. Cat traps are stored in the small Furnace room taking up much of the space to even move around in.

7. Security:

Describe your department's present security needs.

Additional security cameras and outside lighting.

8. Spatial Relationships/ Adjacencies:

a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

N/A

b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

It is set up well, just very cramped in all areas.

Future Services and Facilities

• **Changes in Department Structure/Services:**

a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

b. What do you foresee the space requirements being for these changes, if any?

- A much larger euthanasia room is needed in the back of the facility. Presently, we have had to convert one of our bathrooms into a euthanasia room. Very small and limited space.*
- Separate room with cages for sick and injured dogs.*
- Separate room with runs for quarantined dogs(so the public does not have access to these dogs).*

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Anticipating the need to hire 2 OA III's and 2 Animal Control Officers.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Industrial type washer/dryer.

*Industrial type dishwasher.
Overhang hoses – throughout kennels.*

4. Storage:

What new storage needs should be planned for in the future?

- *Separate storage room for janitorial supplies, mop buckets, etc.*
- *Separate laundry room for washer/dryer, towels, rags, etc.*
- *Separate storage room for files, file cabinets, etc.*
- *Separate storage room for cat traps, pet carriers, various Animal Control equipment.*
- *Separate food preparation/storage room to store food, bowls, prepare bowls for feeding, house the industrial type dishwasher, etc.*

5. Security:

What new security needs should be considered in the future?

Additional security cameras and outside lighting.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

*Music piped in for the kennels/adoption rooms.
Skylights in Kennels.*

7. Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

Employee only restroom/showers

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

ROWAN COUNTY – COOPERATIVE EXTENSION

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

Cooperative Extension in Rowan County provides educational programs to assist citizens in providing solutions to financial problems, especially with onset of unfavorable economic conditions. Cooperative Extension agents conduct diverse educational programs to support, develop, and enhance sustainable, profitable, safe plant, animal and food systems. Cooperative Extension also develops and integrates programs that allow youth and adults the opportunity to achieve educational excellence equipping them with both life and parenting skills. Volunteer and community leadership, along with economic and workforce development are important issues for Rowan County. Integrated educational programs are instrumental for citizens to maintain a healthy weight, as well as prevention of chronic disease. Cooperative Extension also provides programs in natural resources management, environmental stewardship, energy conservation and emergency and/or disaster preparedness.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Darrell Blackwelder

Title: County Extension Director and Extension Agent, Agriculture - Horticulture

Phone: (704) 216-8970

Email: darrell_blackwelder@ncsu.edu

Areas of Responsibility: Administration; Commercial Horticulture; Volunteer and Leadership Development

Brief Job Description: Commercial Horticulture and Administration

Thomas Cobb

Title: Extension Agent, Agriculture - Livestock, Dairy and Field Crops

Phone: (704) 216-8970

Email: thomas_cobb@ncsu.edu

Areas of Responsibility: Livestock

Danelle Cutting

Title: Extension Agent, Agriculture - Horticulture and Local Food

Phone: (704) 216-8970

Email: danelle_cutting@ncsu.edu

Areas of Responsibility: Horticulture; Master Gardener Volunteers; Local Foods

Brief Job Description: Local Food, Horticulture and Extension Master Gardener Program.

Judy D'Eredita

Title: Extension Associate, EFNEP

Phone: (704) 216-8970

Email: judy_branson@ncsu.edu

Areas of Responsibility: Food and Nutrition

Brief Job Description: Responsible for EFNEP programs in the South Central district (Mecklenburg, Gaston, Union, Scotland, Cabarrus, and Harnett Counties).

Toi Degree

Title: Extension Agent, Family and Consumer Sciences

Phone: (704) 216-8970

Email: toi_degree@ncsu.edu

Areas of Responsibility: Family and Consumer Sciences

Brief Job Description: Food & Nutrition, Health & Wellness, Human Development, Housing, & Extension & Community Association (ECA) Liaison Agent

Sara Drake

Title: Extension Agent, 4-H Youth Development

Phone: (704) 216-8970

Email: sara_drake@ncsu.edu

Areas of Responsibility: 4-H Youth Development

Melva Menius

Title: County Extension Support Specialist

Phone: (704) 216-8970

Email: melva_menius@ncsu.edu

Areas of Responsibility: Secretary

Brief Job Description: 4-H, Horticulture and FCS

Brooke Peeler

Title: County Extension Secretary

Phone: (704) 216-8970

Email: brooke_peeler@ncsu.edu

Areas of Responsibility: Secretary

Brief Job Description: Part time employee - available from 10-2 M-F

3. Physical Facilities / Operations:

a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

- 7--offices for agents--170 square feet
- 1--CED office--260 square feet
- 2--secretary's office—170 square feet
- 1--Master Gardener office—120 square feet
- 1--Audio room—100 square feet
- 1--Conference room—275 square feet
- 1--Work room—250 square feet
- 1—copy room/storage—475 square feet
- 1—lab—42 square feet
- 1—auditorium—2400 square feet
- 1—catering kitchen—360 square feet
- 1—demo kitchen—100 square feet

b. What activities actually take place in the present spaces?

- 7--offices for agents—normal office work
- 1--CED office—normal office work
- 2--secretary's office— normal office work
- 1--Master Gardener office— normal office work
- 1--Audio room—storage
- 1--Conference room—meetings
- 1--Work room—office work
- 1—copy room/storage—copying office work/store of bulletins
- 1—lab—lab samples, small kitchen for staff
- 1—auditorium—meetings, educational programs for public and staff
- 1—catering kitchen—used for public events
- 1—demo kitchen—used for educational meetings

c. Describe your department's interaction with the public.

We interact with walk in traffic, email, educational classes, demonstrations,

d. Describe your department's need for private conferencing space.

Conference room is for staff meetings and advisory meetings

e. Describe any special security needs for your department.

4. Physical Facilities “Character”:

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

5. Equipment:

List all major equipment you use and describe its use.

- *Audiovisual equipment*
- *Computers*
- *Tablets*
- *Copiers*
- *Fax machines*
- *Cooking equipment*
- *Refrigerators*
- *Freezers*
- *Dish washers*
- *Washing machine and dryer*

6. Storage:

Describe your department's storage needs.

Storage is needed is needed for 4-H supplies, books, pamphlets, audio visual equipment, lab supplies, cooking supplies, portable tables, easels, tents, filing cabinets,

7. Security:

Describe your department's present security needs.

Building has security lights and security timed magnetic locks.

8. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?
- b. What physical space relationships do the personnel listed in your Department bear to each other? (*i.e. which staff needs to be located adjacent to each other?*)

Future Services and Facilities

1. Changes in Department Structure/Services:

What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Storage for bulletins and pamphlets are out dated. This space is underutilized.

What do you foresee the space requirements being for these changes, if any?

Need to refine space to keep sensitive records for 7 years. This can be boxed and placed in long term storage.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Growth will remain stable over the next few years.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

None for the immediate future

4. Storage:

What new storage needs should be planned for in the future?

Office needs to take an inventory with county and state and then eliminate unnecessary and redundant equipment. Restructure shelves for supplies. Consider long term storage of agricultural tools, sensitive files in outdoor storage bldg. Have county conduct once a year evaluation pick up and disposal of old equipment.

5. Security:

What new security needs should be considered in the future?

Outdoor lighting can be improved. May want to consider annual security training for personnel.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

At present, audio visuals in the auditorium are set for upgrades.

7. Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

Staff currently does not have a “break room” area. The existing bulletin room could be utilized as break room area/exercise area?

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

As our offices go from paper to computer storage, need to consider wiring and other ventilation issues for computers.

ROWAN COUNTY – ROWAN TRANSIT SYSTEM

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The **mission** of the Rowan Transit System (RTS) is to provide SAFE, EFFICIENT and AFFORDABLE MOBILITY CHOICES to Rowan County residents through a consolidated transportation system managed by the Rowan Transportation Department with input from user agencies, under the direction of the Rowan County Board of Commissioners.

Specialized Transit Services include Non Emergency Medical Transportation, Dialysis Transportation, Salisbury Transit ADA, Rural General Public Transportation, Rowan Express, Out of town non emergency medical trips and contracts with various county agencies. All service is accessible to persons with disabilities, and all service is Non Emergency.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Rowan Transit System has 3 full time Rowan County employees that provide the management and oversight of transportation grants, operation of the transit system, and oversight of a private transportation management company, MV Transportation Inc. MV Transportation has 32 employees. Listed below are the position titles for Rowan Transit. Job descriptions are attached. Rowan Transit is also a host site for one Title V worker that works 4 hours daily.

Rowan County Employees

Transportation Director
Transportation Coordinator
Accounting Tech III
Title V

MV Transportation Employees

General Manager
Safety Officer
Lead Dispatcher
Dispatcher

14 Full time Drivers
14 Part time Drivers

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

Rowan Transit System is located at 2726 Old Concord Road, Salisbury, NC 28146. The office building is a nicely renovated 1940's home.

The Upstairs portion of the building is utilized by the 3 Rowan County Employees and one Title V (part time employee) Each County Employee has an office space as described below. The Title V position shares a space in what is called the media room.

*Transportation Director 15 x 12 Closet Storage 5 x 2
Wrap around desk / filing cabinet / 2 chairs / 2 computers / 1 phone*

*Accounting Tech III 15 X 10.5 Closet Storage 5.5 x 2
Wrap around desk / 4 filing cabinets / wall cabinet / 1 chair / 1 computer / 1 phone*

*Transportation Coord. 15 x 11.5 Closet Storage 6 x 2
Wrap around desk / wall cabinet / 4 filing cabinets / 2 computers / 1 phone*

*Media Room / Title V 12 x 10.5
Single desk / copier / 4 x 6 work table / small refrigerator / communication switch / shredder / 1 phone*

*Training Room 15 x 12 Closet Storage 5.5 x 3.5
3 each 3x8 tables / 15 chairs / water cooler / 3 x 4 table*

*Upstairs hall / waiting area 6.5 x 9
2 chairs*

Storage Closet 5 x 6.5

*There are 2 Full Bathrooms and one half bath on the 2nd floor with the following dimensions:
5 x 5 (half bath), 5 x 7, and 5 x 8 (full baths)*

The ground floor is occupied by MV Transportation Inc. and consists of the following:

*Dispatch Office 17 x 17
2 desks / 1 copier / 2 filing cabinets / dispatch table / 2 computers / 2 phones*

*General Managers Office 11 x 15
2 desks / 2 chairs / 3 filing cabinets / 1 book case / 2 computers / 1 phone
Closet Storage 4 x 6 and 2 x 2*

*Safety Office 11 x 11
1 desk / 2 book shelves / 2 filling cabinets / 1 computer / 1 phone*

Kitchen 17 x 11

Refrigerator / stove / dishwasher

*Break Room 17 x 11
Soda machine / snack machine / 1 table with 6 chairs*

The basement is 21.5 x 19 and is used for storage of Transportation Documents that must be maintained on site for 5 years. There are 9 each 2 x 4 shelving units and 2 each 3 x 6 tables located in the basement. There is also a dehumidifier in use to keep the area dry.

The Fleet of 28 vehicles is parked in a secured fenced area that RTS rents from the School System. The fleet is parked just behind the RTS Facility and out of view from the General Public. The parking space will accommodate 30 fleet vehicles and 30 personal vehicles.

Attached to the RTS Office Facility is a 35 x 25 awning that is used for various out door vehicle training events and provides protection from the elements when performing minor preventative maintenance checks and services.

- b. What activities actually take place in the present spaces?

The upstairs offices are used for administrative purposes. The Training room is used for driver training classes, and as a meeting space.

On the ground floor, the Dispatch office receives phone calls and is in constant communication with all vehicles / drivers that are in service. Drivers are in and out of the Dispatch office throughout the day.

The break room is also in use throughout the day by drivers and MV staff.

The GM office and the Safety Office are used for administrative work.

- c. Describe your department's interaction with the public.

Most interaction with the public from our office perspective is telephonic. We do occasionally receive members of the public who are applying for work, or inquiring about our services.

- d. Describe your department's need for private conferencing space.

Our training room acts as a private conferencing space.

- e. Describe any special security needs for your department.

Currently we rent parking space from the School System at a cost of \$5,300 annually. The parking space is fenced in and is monitored by a camera system.

We have just received a grant to purchase an access control system that will allow the on duty dispatcher to control access to the building utilizing a camera and door buzzer system.

4. Physical Facilities “Character”:

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

The location of our facility is outstanding considering our geographical relationship to our major contract agencies. Because we charge a “gate to gate” mileage rate for all services, the geographical location plays a major role in cost to those agencies. For example, Rowan Vocational Opportunities (RVO) is located next door. We provide RVO 7 vans in the morning and 7 vans each afternoon. Gate to Gate mileage for RVO is less than a mile a day for all 7 vans.

The Parking Space that we rent from the schools is adequate in size, but lacks lighting and pavement. Grant money can not be used for upgrades because Rowan County does not own the property.

The Fleet Parking area is situated “out of range” for our vehicle video system to properly download to computers that are situated inside the RTS office.

5. Equipment:

List all major equipment you use and describe its use.

1,000 gallon propane refueling station is used to fuel 10 fleet vehicles

6. Storage:

Describe your department’s storage needs.

Rowan Transit document storage currently occupies a 21.5 x 19 space in the basement. The basement has flooded in the past, but has been under control with the addition of guttering and downspouts. A dehumidifier is also in use to keep moisture levels low.

A utility building (10’ x 16’) is used by our contractor for storage of tires, fire extinguishers, and pressure washing equipment. This storage area is often found cluttered because the lack of room to properly organize.

7. Spatial Relationships/ Adjacencies:

a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

None

b. What physical space relationships do the personnel listed in your Department bear to each other? *(i.e. which staff needs to be located adjacent to each other?)*

Rowan County Employees need to be located in the same general area of the building, away from the dispatch office.

The MV Transit General Manager needs to be positioned next to the Dispatch Office.

The Safety Officer should also be near the Dispatch Office.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

*Short Term - Addition of a County Scheduler position that would require 1 additional office space.
Addition of a Mobility Manager Position that would require 1 additional office space.*

Long Term – Possible consolidation of Transit Systems that would require 2 additional office spaces and additional parts storage.

- b. What do you foresee the space requirements being for these changes, if any?

Included above.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

2 additional personnel over the next 5 – 10 years.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

4. Storage:

What new storage needs should be planned for in the future?

5. Security:

What new security needs should be considered in the future?

Fencing, Lighting, security cameras, and card readers for the fleet parking area.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

TV Monitors in the dispatch office for real time tracking of vehicles.

7. Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

An additional small office space with computer and communications capabilities is needed for use by County Staff and MV Staff to view vehicle video downloads on a daily basis. This space could also be used by the Title V position.

A larger training room that would accommodate all drivers and staff (40-45 personnel) for training sessions would be an example of additional space that could be shared by other departments. Currently drivers are trained monthly in increments of 10 throughout the day.



**CAPITAL FACILITIES
SPACE NEEDS ASSESSMENT
QUESTIONNAIRES**

ROWAN COUNTY – EMERGENCY SERVICES EMERGENCY MANAGEMENT DIVISION PROGRAMMING WORKSHEET

Please review the following questions and provide brief answers to each. A follow up meeting will be held to review the responses. Please email responses to ssmith@adwarchitects.com

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department's division and the services it provides.

This division provides coordinated mitigation, preparedness, response, and recovery functions for the county as a whole, and is also tasked with the coordination of Homeland Security and its related state/federal grant funding streams. Mitigation is the cornerstone of emergency management. It's the continuing effort to lessen the impact disasters have on people and property in our county. Mitigation is defined as "sustained action that reduces or eliminates long-term risk to people and property from natural hazards and their effects." Preparedness takes the form of plans or procedures designed to save lives and to minimize damage when an emergency occurs. Planning, training, and disaster drills are the essential elements of preparedness. These activities ensure that when a disaster strikes, our local communities and county will be able to provide the best response possible. The division also works with other local municipalities and commercial entities as needed or required to coordinate various emergency action plans specific to those entities, but must work in concordance with other countywide plans. Response is the actions taken to save lives and prevent further damage in a disaster or emergency situation. Response is putting preparedness plans into action. Response activities may include damage assessment, providing resource coordination, search and rescue, fire fighting, and/or sheltering victims. Set protocols ensure that response, as well as command & control operations are handled in a common manner. This also allows regional, state and/or federal agencies that may assist our county during a disaster will function in the same common and collective manner. The division is responsible for maintaining and operating a physical emergency operations center (EOC) that is used for large-scale events and incidents in the county. The EOC provides direction, command and control, and coordination functions during such events. Finally, recovery is actions taken to return the community to normal following a disaster, large scale, or multi-jurisdictional event. Repairing, replacing, or rebuilding property are examples of recovery. Recovery operations require the division to work with county, state and federal governments along with local citizens and businesses to guide restoration back to normal day-to-day activities and lifestyles.

2. Personnel:

List all current personnel in your department's division. Give job title or position and list major duties and responsibilities for each person.

Frank Thomason – Chief of Emergency Services

- *Responsible for administrative work directing programs of the department's three divisions including Emergency Management/Homeland Security, Fire Services, and the Emergency Medical Services. Supervision exercised over a number of subordinates. Supervision is received from the County Manager, who evaluates work through analysis of program accomplishments and through periodic conferences.*

- Serves as the County's Emergency Management Coordinator including coordinating, mitigating, planning, responding to, and recovery from man-made and natural emergency or disaster situations; coordinates closely with County Departments, municipal governments within the County, and First Responder agencies.
- Serves as the County's representative to other State and Federal emergency management entities including the Department of Homeland Security.
- Provides management and direction to the Emergency Management Division's outreach initiatives including public preparedness and the Community Emergency Response Team (CERT) Program; develops and coordinates various response exercises and drills throughout the year with local, regional, State, and Federal agencies; develops and maintains numerous emergency management plans including the Countywide Emergency Operations Response Plan, the County Government Continuity of Operations Plan, the Multi-jurisdictional Hazard Mitigation Plan, and oversight and coordination of a large number of smaller emergency action plans from the municipalities, and local public and private entities.
- Supervises the EMS Division Chief, Fire Division Chief, and other departmental staff in the performance of their duties; evaluates their job performance and completes performance appraisals; and hires, discharges, and promotes employees as necessary.
- Provides a wide variety of liaison services between existing and potential volunteer fire departments and the County, both directly and by direction to the Fire Division Chief; assists volunteer fire departments in a wide variety of activities.
- Analyzes and plans an annual work program; translates work program into detailed annual budget requests; monitors and controls departmental budgetary expenditures.
- Establishes, oversees, and coordinates the County's Homeland Security Program including grants management of related State and Federal funding to the County.
- Serves as a public spokesperson concerning issues involving Emergency Management, Emergency Medical Services, and Fire Services.

Sylvia Hoffner – Administrative Secretary

- Extremely responsible clerical work including supervisory responsibility which involves interpreting and analyzing a volume of procedural and substantive guides to determine a proper course of action in relieving the department director of a variety of routine administrative matters. General supervision is received from the department director (Chief), who reviews work through observation and periodic consultations.
- Composes letters, memorandums, and reports which require independent research and the director's approval and signature.
- Makes arrangements for conferences and meetings; screens calls and visitors; reviews and routes incoming mail based on content; types and proofreads memoranda, letters, reports and other documents.
- Plans and arranges for the maintenance and preparation of information needed for the budget.
- Prepares a variety of public information releases for the department.
- Takes notes/dictation at a variety of meetings; transcribes and types summaries of the meetings.
- Talks with a wide variety of people by telephone and in person on a wide variety of matters; resolves these contacts in the best interest of the County, the department director, and the persons involved through a wide variety of methods.
- Provides department orientation of new employees.
- Plans, programs, supervises monitors and controls the clerical subordinates assigned and their work.
- Collects, verifies, and inputs employee timesheets into the payroll system; prepares deposits of money collected by the department.

Bradley Dean – Emergency Services Training Officer

- *Under general supervision, serves as training officer for the entire Department of Emergency Services and assists in departmental programs and activities. Work involves continuous evaluation of EMS Division employees' pre-hospital job performance of applicable department personnel through analysis of electronic patient records, skill testing, and observation of work. Through consultation with the department's division chiefs, designs training objectives, schedules instructors, and coordinates the department's Continuing Education Program. Develops and oversees remediation programs and works closely with employees to correct performance deficiencies. Performs in accordance with State regulations and established varied emergency procedures and techniques.*
- *Develops class objectives for the EMS Division Continuing Education Program based on directives from the Peer Review Committee, North Carolina Office of EMS directives, and the EMS Division Chief and coordinates the Program through the local community college.*
- *Performs periodic skill, driving, and street/road familiarity evaluations of applicable department personnel utilizing results to improve performance; assists with monitoring documentation of electronic patient care reports and remediates employees with poor documentation skills.*
- *Assists the Emergency Medical Services Division Chief in reviewing, developing, and implementing EMS protocols for all levels within the EMS System.*
- *Maintains departmental training records and performs administrative work required for re-credentialing of applicable staff; maintains continuing education records and mandatory class requirement compliance for employees; oversees the Chart and Audit and Peer Review processes and assists supervisors in correcting errors.*
- *Participates in the recruitment of employees and oversees the orientation of new employees including teaching protocols, procedures, departmental standard operating procedures, and demonstration of the proper use of applicable equipment.*
- *Participates in the disaster preparedness and response for the department including work in incident command posts and the Emergency Operations Center.*
- *Schedules, oversees, and evaluates emergency response drills and exercises for the Emergency Services Department, assists in the development of other multi-jurisdictional exercises where needed or required for other department divisions, and prepares and delivers oral and/or written reports pertaining to the efficiency of staff.*
- *Performs responsibilities as the designated county-wide coordinator for National Incident Management System (NIMS) implementation and integration to all affected agencies and entities.*
- *Coordinates with the County's Telecommunications Department as necessary or required to ensure proper delivery and function to the County's Emergency Medical Dispatch program.*
- *Coordinates department outreach; provides public relations and educational programs through presentations as needed.*
- *Provides staff support and participates on the EMS Chart Audit and Peer Review including developing agendas, recording minutes of the meetings, and ensuring completion of committee work; analyzes data and makes recommendations for changes to policies, procedures, and prepares remediation plans.*

T. J. Brown – Support Services Specialist

- *Serves as support for the entire Department of Emergency Services and assists in departmental programs and activities. Work is under the supervision of the Emergency Services Chief and is evaluated through periodic conferences and by review of records and reports.*

- Serves as liaison with County Departments/Divisions of Information Systems, Ambulance Billing and Collections, Risk Management, County Manager, and Telecommunications as well as external agencies.
- Consults with the Emergency Services Chief and staff to assess needs and recommend appropriate hardware and software applications; monitors and evaluates new software applications; configures programs to meet user needs and tests systems.
- Researches and tests necessary products, makes recommendations, develops standards for technology applications with department that increase efficiency and productivity.
- Troubleshoots and assists users with specialized emergency services hardware and software issues related to the EMS Division's field reporting and ambulance billing software, the Emergency Management divisions Cameo, Hazardous Materials Tier Two reporting and WebEOC Incident Management software, and the Fire Division's fire inspections/management software, Inspection Files, and permitting software as well as Toolkits Group software; customizes specialized software used in the department; performs upgrades on programs as needed.
- Develops budget recommendations on technology issues for the Emergency Services Chief including direct purchase responsibilities; prepares recommended specifications for computers, software, and communications systems based on department/division specific needs and requirements.
- Assists in the establishment and operational set up of the primary Emergency Operations Center (EOC) when required by the Emergency Services Chief; provides support and coordinates with outside agencies with regard to the EOC resources when required for other functions.
- Assists administrative staff with reports from various data-bases compiled and maintained in the Emergency Services department and other department and agency functions.
- Performs incident response functions including Advanced Life Support patient care, incident management, and investigative support.
- Coordinates response plans with the Telecommunications Department and works to retrieve data/information from that department when needed to address concerns both internal and external.
- Manages the department assigned cache of desktop computers, notebook computers, mobile gateways, air cards, tablets, and cell phones including all accessories such as chargers, batteries, cases and peripherals; oversees the department inventory of communications equipment including mobile 800mhz radios, mobile and portable VHF radios, VHF pagers, VIPER radios and other communications related equipment.
- Responsible for required federal credentialing requirements including the issuance and tracking of Emergency Management related identification based on discipline and qualifications.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department's Division (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)
 - The Emergency Management Division utilizes several non-contiguous work areas within the department's main location, which occupies the lower level of the Agriculture/Emergency Services building at 2727 Old Concord Road. Additional off-site storage space is utilized at the County's warehouse facility located at 425 Airport Road. Detail is provided below:

- Room 139 – Emergency Services Chiefs Office: 200 sq. ft. approx.; General office used for daily work for department head as the emergency management coordinator; contains general file storage and reference material.
- Room 136 – Emergency Management Storage Room: 50 sq. ft. approx.; General storage room with shelving for archived reference material and response equipment
- Room 131 – Support Services Office: 150 sq. ft. approx.; General office used for daily work of the department support services specialist; also contains extended storage cabinets for housing various technical equipment for response, repair, or spare use. This office supports not only the Emergency Management Division but the entire department and other divisions as well.
- Room 121 – Administrative Secretary Office: 140 sq. ft. approx.; General office used for daily work by department secretary that supports not only the Emergency Management Division but the entire department and other divisions as well.
- Room 141 – Training Officer Office: 150 sq. ft. approx.; General office used for daily work by department training officer; also contains additional storage of training equipment and materials. This office supports not only the Emergency Management Division but the entire department and other divisions as well.
- Shared space (exclusive of hallways and offices utilized by other divisions or agencies) located on the lower level include:
 - Kitchen/dining/vending/copy area of around 300 sq. ft. This area includes 3 vending machines, multifunction copier fax, dining table with seating for 4-6, stove, refrigerator and built in cabinetry for food and supply storage.
 - Secondary Copy room of 120 sq. ft. which has a small desk and desktop computer for “overflow” use. This room also houses storage for the Fire Division plans review process and paper storage for the copier.
 - Conference Room A is the larger of the conference rooms at approximately 680 sq. ft. This space is used for plans review, impromptu meeting space, regularly scheduled monthly meetings, small training sessions and as a breakout room when needed. There is no storage in this area however, equipment and supplies are generally stacked neatly in the room for storage due to the lack of other storage space.
 - Conference Room B, the smaller of the conference rooms is approximately 250 sq. ft. This space is used for impromptu meeting space, confidential conferences, small training sessions and as a breakout room when needed. There are three commercial storage lockers in this area however, additional equipment and supplies are generally stacked neatly in the room for storage due to the lack of other storage space.
 - There are dedicated male and female restrooms with accompanying (but not attached) shower facilities. The bathrooms are about 100 sq. ft. each. Both are barely adequate for normal office operations and are insufficient for meetings, training or special events where there are additional people present. The men’s room has a sink, urinal and toilet while the ladies room has a sink and single toilet.
 - Located off the back of the bay area on the south end of the lower level is a large room designated as the building’s primary mechanical/furnace/boiler room. The general use of the room is for the purposes used above to describe the room. In addition various supplies and equipment including tires, spare equipment, etc. are stored in this room. These items are placed in designated areas away from switch panels, boilers, heaters, etc.
 - In addition to the dedicated and shared space on the lower level of the facility, the Division also utilizes shared space on the upper level of the facility that consists of a large, open area auditorium that is able to be sub-divided into three smaller meeting spaces. This area is used by the Emergency Management Division for two primary uses:

- *The Emergency Management Division provides continuing & public education to local government, public safety, and citizens for numerous emergency management initiatives. Attendance at these educational sessions can range from 10 to over 100 individuals depending on the specific subject matter. Traditionally, auditorium sections B&C have been utilized for this purpose, however some of the lower number attendee courses utilize section A of the auditorium as well. Larger attended functions periodically require all three sections (A, B & C) to be grouped together for capacity. Scheduling of the facility meeting areas are based on the availability of the facility, as this area is shared with 5 other entities that also occupy space in this building, but are not part of the Emergency Services Department. This makes scheduling the facility meeting area use difficult. Likewise our monthly training sessions seem to be problematic for those in charge of scheduling.*
- *As stated elsewhere in this document, the Emergency Management Division has responsibility to maintain a primary Emergency Operations Center (EOC) that is used in times of county-wide or multi-jurisdictional disaster or large scaled events for direction, coordination, along with various command and control functions. The entire auditorium space (Sections A, B & C) are utilized when the EOC is open and functional. Due to the space being a shared area, the equipment used to operate the EOC (computer work stations, telephones, network cabling, power distribution, etc.) is housed in a large movable cabinet in a corner of the auditorium. When an event occurs or that is pending requiring the set-up and opening of the EOC, the cabinet is rolled out and the room is wired and set up with available tables and chairs to a standard pre-set configuration for operation. The auditorium area also contains an extensive audio-visual projection system specifically for the EOC operation, however it is used by other department divisions (EMS & Fire) that utilize this space as well for training and other functions.*
 - *Parking outside the facility building at Old Concord Road is primarily sufficient for normal day-to-day operations. The parking area is used in addition to employee parking, for visitors to the Emergency Services Department, and also to stage several response trailers for emergency/disaster purposes.*
 - *As mentioned at the beginning of this section, the Division also utilizes off-site storage space at the county's Facilities Management warehouse located at 425 Airport Road. The storage area consists on one row of multi-level rack space measuring _____square feet. This area is used for storage of various pieces and inventory of response and recovery equipment assets.*

b. What activities actually take place in the present spaces?

- *See section/question 3a above. Primarily used for administration and supervision of department functions for not only Emergency Management but for all the other divisions as well. Numerous emergency management administrative/office functions are carried out at this location by the Director/Chief and the Administrative Secretary.*
- *The Department Chief & Administrative Assistant addresses administrative needs including budgeting, staffing, planning and general operational oversight from this location. Meetings with external influences are generally held here as are employee conferences and disciplinary concerns.*

- *The department's Training Officer utilizes the location to monitor, plan, and deliver various and numerous training classes, courses and events to employees, allied entities outside of county government, and the public. Additional specifics are identified in the Training Officers' job duties listed under question 2 of this document.*
 - *The department's Support Services Specialist's office provides logistical and physical support to emergency management functions and to the other two divisions of the department on a continual basis. Specifics are identified in the Support Services Specialist job duties listed under question 2 of this document.*
- c. Describe your division's interaction with the public.
- *Department Chief/EM Coordinator:*
 - *The primary public interaction with the Chief is administration including scene response for command, control, and coordination. This individual interacts with the public and allied agencies at a higher level, primarily chief officers and elected officials, along with the 2nd level administrative staff of the Department's other two divisions (EMS and Fire).. Most responses from those encountered during the performance of this duty are centered on complete confidence and cooperation. They are much less likely to meet with threats and actual application of physical violence. This office not only acts as a "Division Head/Level" position but that also of the department wide level as well. As such, this office provides two functional levels of administration to the public, one of Emergency Management and the second to the department as a whole. It is the highest line of administration in the Department and is tasked with complete oversight regarding any issues that arise from public interaction. In addition to the interactions described for other administrative division staff, they are most likely to address matters that were unable to be resolved within individual division administration. Complaints or other concerns that may be addressed have usually been reviewed and have elevated to the highest degree difficulty and may require the involvement of Department level administration in addition to County administration and possibly elected officials. The highest level of professional behavior is expected at all times.*
 - *Additionally, this position will at times have regular in-person public visitations to provide guidance and direction of various public preparedness initiatives related to emergency management. These may occur on-site and off-site as well.*
 - *Department Administrative Secretary:*
 - *This position's public interaction occurs on a daily basis and is frequent. This position is has "first face" responsibility of meeting/greeting in-person public visitors to the department and division. Additionally, they will receive public queries/interaction via telephone, and other electronic means on a regular and daily basis. The position will query whatever interaction is requested by the public. At the administrative level, this position can and does fulfill needs and requests directly and regularly. If not able to do so, they will arrange/direct the citizen/public to the proper individual in the department or to the correct outside entity as appropriate.*
 - *Department Training Officer:*
 - *The training officer periodically and frequently meets with public and allied agency partners to plan, coordinate and execute various training classes, courses and events. These are accomplished in the training officer's assigned office or in one of the shared space conference/training rooms available to the department. Additionally numerous offsite training events are held at other facilities.*
 - *Department Support Services Specialist:*

- *This position has some limited interaction with outside individuals and the public. Primarily involving meeting with vendor equipment specific individuals and at times allied agency personnel to discuss, plan, review or execute and coordinate technical issues.*

d. Describe your division's need for private conferencing space.

- *The current availability of private conference space appears adequate. Private or better described for our use as, confidential, space is usually available. It is primarily used when there is a need for an employee conference, disciplinary hearing or in some cases planning involving the need for confidentiality.*

e. Describe any special security needs for your division.

- *Physical building security needs meet basic day-to-day functional requirements. During heightened states of operational readiness, additional layers of security through installed controlled access points are utilized to further restrict otherwise free access to the buildings offices and public areas. Due to building construction and accesses this security access is the best it can currently be, however present day construction/office layouts would provide better day to day security if it were available.*
- *Lower level parking and staging of resource equipment is currently adequate for the type and amount of inventory. There is currently no secondary security in the form of fencing or other available means to protect these assets from tampering or vandalism. While there have not been historical occurrences of this, with the continued growth in the surrounding area, there is a need for these assets to be in a 'secured' area.*

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

Enhances

- *The geographic location of the division and department is centrally located in the county, which allows timely access to all areas of the county for staff response purposes. It also allows timely access by outside partner agencies that we deal with on a daily basis.*
- *The division and department are located next to the county's Telecommunication/9-1-1 department. When that facility was constructed two years ago, one of the goals of locating that facility was to be in close proximity of or adjacent to the Emergency Services Department. This is due to the daily operations that occur between the two departments.*
- *Although the building occupies 6 separate agencies, there is a general good working relationship with the other building occupants.*
- *The building's large auditorium is a perfect environment for the division's Emergency Operations Center. The area used allows for adequate space needs for a significant number of individuals that would need to work in such an environment. The kitchen facilities that are a part of the room further enhance the workability of this area as an EOC for food/break/meal preparation and storage.*
- *The building structure's lower level was constructed to federal bomb shelter specifications to withstand significant external natural and other forces from subsequent building damage.*

Hinder:

- *Space needs have become a premium at our building. Little to no additional personnel or operational expansion will be able to take place without additional space to house the expansion.*
- *Having other multiple non-public safety agencies in the same building causes security issues from time to time. The division/department is a 24 x 7 x 365 operation where all other building occupants are traditional Monday – Friday, 8am-5pm workdays.*
- *Exterior properties of the facility need additional security for assets kept outside and on-site.*
- *Shower and bathroom facilities are not adequate for use during a county-wide or large scale disaster situation/event where personnel would be required to stay extended periods at the building and not leave.*
- *General public use and access needs to the upper level of the building is a safety concern due to the emergency vehicle traffic from the division and department entering and leaving the facility. The increased pedestrian and vehicular traffic to and from the upper parking areas causes concern and problems occasionally.*

5. Equipment:

List all major equipment you use and describe its use.

Misc. Office: *Contained in this category are the normal components found in today's modern office environment. These include computer workstations (desktop, laptop, handheld); VoIP phone equipment; two way radios (fixed station, mobile and portable); audio-visual equipment for presentations; specific customer designed software applications for emergency management including incident management and command/control.*

Vehicle: *Assigned SUV as a response vehicle to carry our assigned duties as the emergency management coordinator and department Chief.*

Mobile Power Generation: *The division maintains two trailer mounted mobile large power generation units for use during disaster situations to supply emergency power. Primarily this is done a population evacuation shelters, however, these units are used in other applications as needed or required.*

Specialized Equipment (Emergency Operations Center): *Consists of 20 networked laptop computers, 24 voice-over-IP phone sets; electrical power distribution center; data distribution network; Equipment used to establish a centralized multi-jurisdictional emergency operations center during disaster or county-wide significant events.*

6. Storage:

Describe your division's storage needs.

On site storage for Emergency Management consist of several closets (1 dedicated, others shared) to store and house various preparedness, response and recovery materials used to carry out the function of the division. Most of this material is in the form of written documents, public promotional/training materials, etc. The remainder of the items are equipment related to the division. While the current storage overall space total is mostly adequate, it would be better if space allowed for all emergency management functional materials as described to be housed in one area/location of the facility collectively.

As mentioned in other sections, the Division additionally stores on site several operational assets for response purposes. These are typically vehicular trailers that store materials in a 'response ready' mode.

There is a current and future need for this type of storage space (vehicular and assets) external to the building facility itself. Optimally, to help preserve the trailer assets, it would be advantageous if these were able to be stored in an enclosed building out of the weather except when used.

As mentioned elsewhere, the Facilities Management Warehouse (offsite) on Airport Road is used for storage of various pieces and inventory of response and recovery equipment assets. There is no 24 hour access to this facility, and no climate control. Items that are packaged in larger quantities including palletized are stored at this location. The lack of climate control prevents the storage of a large number of other items due to degradation of component parts made of nitrile or rubber.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

The division is located in a facility that also houses the NC Forestry Service on the lower level. This co-location has proved worthy and valuable in various emergency management functions as a close partner agency. The preservation of this arrangement should be a priority.

Several other entities and agencies occupy the upper level of the facility including Agricultural Extension, USDA Farm Service Agency, USDA Conservation Services, Environmental Management and Soil & Water Conservation. With the exception of Environmental Management, which is a partner in disaster planning and response, co location and/or its preservation are of little importance.

As mentioned earlier, our facility is not located next door to the Rowan County Telecommunications Center. This is a vital link between the Division and those it serves. There is a significant need for regular interaction between Division staff and Telecommunications staff. While this geographical closeness is new due to the recent relocation of Telecommunications, it has proven to be extremely valuable.

The Rowan County Rescue Squad is located within a mile of this location. Partially funded by the County and the Rescue Squad provides physical and logistical support for numerous emergency management functions. The proximity of our facilities is very important. Daily, there is interaction with this agency through both operational and administrative channels. Their facility is utilized as an alternative training site when needed.

The divisions' Emergency Operations Center is utilized by representatives from various other county departments during disaster and other emergency situations, including County Administration and the Board of Commissioners.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (I.e. which staff needs to be located adjacent to each other?)

Primarily the Department Administrative staff needs to be co-located. A great deal of inefficiency would exist if these individuals were not able to perform daily functions in the current manner. The current arrangement is sufficient but may be more efficient in a different configuration if building layout or occupancy would allow. The Department Chief should be most directly associated with the Division Chiefs. Each Division should then have their individual positions located as they deem

appropriate. Locations of the other senior staff positions: Training, Support Services and Administrative Secretary should be easily accessible and co-located if possible.

The Emergency Management Division operations require the colocation or nearby accessibility of the Department's Administrative Secretary as well as other department-wide senior staff members. A significant amount of daily interaction occurs between these individuals. Impromptu planning sessions, staff discipline, budgetary follow up, incident response, etc. are examples of these daily occurrences. Locating operations on one floor of the building and administration on the other would be an acceptable method of colocation with the required separation. That level of separation would likely be a positive action allowing each function to occur without unnecessary personal interference from the other as they are distinct tasks.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department division's services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Short Term: The emergency management division will be required to expand from it's current number of employees assigned to this duty as growth of the county requires more personnel to maintain the daily tasks of planning and response. This personnel growth will need to take on the form of a true Division Chief position for Emergency Management as the other two divisions in the department (EMS & Fire) have present day. The overall growth of commercial industry in the county will require additional attention to coordination and planning with these facilities. In turn this will require additional division staff to handle the added workloads. The current configuration of the Emergency Operations Center will need to be addressed and provided dedicated space for permanent setup of an EOC and not shared open meeting space.

Long Term: same as short term

- b. What do you foresee the space requirements being for these changes, if any?

Building and facility expansion needs will need to be addressed for additional office space, Identify dedicated space for the Emergency Operations Center.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department's division for the next 5, 10, 15 years?

5 years: 2 positions for an Emergency Management Planner and a Division Chief

10 years: 1 position for response and recovery coordination

15 years: 1 position for an additional planner position

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Staffing: Typical individual equipment issued to new personnel as hired. (i.e.: computer, phone, radio, vehicle)

Building/structural: Additional building access and security controls to include CCTV. Replacement/upgrade of the building fixed power generator to accommodate growth at present location and to supply power to the entire building and not only selected parts.

4. Storage:

What new storage needs should be planned for in the future?

On-site centralized storage should be considered for division assets as expansions of the existing building facility.

5. Security:

What new security needs should be considered in the future?

Addition of building CCTV and perimeter security fencing of selected areas for asset protection.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

The existing building's HVAC air intake from outside at times will take in vehicle exhaust vapors and also the diesel exhaust from the buildings standby electrical generator when it is running. When this occurs it causes numerous complaints from the building's occupants.

As dedicated space (new or retrofit of existing space) is identified for the Emergency Operations Center, that area will require enhanced AV equipment along with various technical, and electrical requirements.

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

The division will need to continue to use the areas already identified in other sections of this document with the other divisions of the department (EMS & Fire). Additionally, the auditorium on the upper level is a critical component of shared space. The department would plan to share areas noted in your example as is already is being accomplished. Any future building renovation would need to account for these shared expanded uses as needed/required.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

Rowan County Local Government has not kept pace with the building facility needs of it's departments. Only when 'past the point of no return' is a serious building need addressed and then, at times it is only addressed to present day capacity needs and not planned for future space requirements and planned

growth, only to have to be re-addressed in future years sooner. It is hoped that the development of such a wide-scope capital facility needs plan will allow a path to adequate space need for the departments currently and in the future.

ROWAN COUNTY – EMERGENCY SERVICES EMERGENCY MEDICAL SERVICES DIVISION PROGRAMMING WORKSHEET

Please review the following questions and provide brief answers to each. A follow up meeting will be held to review the responses. Please email responses to ssmith@adwarchitects.com

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your division and the services it provides.

The EMS Division directs the operation of the Rowan County EMS System. The primary EMS provider for the County is Rowan County Emergency Services EMS Division. In addition to the EMS Division there are five additional franchised agencies within the EMS System. The Division is responsible for medical oversight, quality control, and quality improvement for the entire System. Last year the Division was dispatched to more than 15000 calls for service by Rowan Telecommunications. Seven EMS Stations are located throughout the County to provide quicker responses to geographically distant areas. Only one station has a multiple unit staffing model.

The Division operates 24 hours per day with a constant level of staffing throughout the operational period. EMS crews are generally composed of 2 paramedics. This allows the highest level of pre-hospital care to be delivered to those requesting service. The Division has a complement of part time employees that have varying levels of certification including EMT and EMT Intermediate in addition to Paramedic. Full time employees work a 24hr on 48hr off schedule while part time employees work varying hours in order to fill open positions created by personnel outages.

2. Personnel:

EMS Division Chief: Lennie Cooper

Responsible for administrative work in managing the Emergency Medical Services (EMS) Division of the Emergency Services Department. Directs the various programs of the Division related to the delivery of emergency medical care and transportation of the sick and injured. Exercises independent judgment and initiative based on Federal, State, and County policies and regulations. Supervision is exercised over a staff of full-time and part-time medical technicians and related administrative staff. Supervision is received from the Chief of Emergency Services who evaluates work through analysis of program accomplishments and through periodic conferences.

- *Plans, organizes, and directs the program of emergency medical services and transportation; coordinates program with local medical, fire protection, other emergency services, hospitals and non-governmental entities.*
- *Supervises EMS Division employees, evaluates their work, handles disciplinary procedures concerning performance of employees, investigates and resolves complaints from the public.*
- *Conducts interviews for full and part-time staff and makes hiring recommendations.*

- *Performs administrative duties in the EMS Division including budget preparation, reviewing accounts payable, monitoring of the general ledger, scheduling, record-keeping, report generation, and personnel matters.*
- *Responds to major incidents to assist in command and control activities as requested by the on-scene commander.*
- *Directs and assists local fire departments in the delivery of the medical responder program.*
- *Directs and assists entities who are authorized to provide emergency medical treatment and transportation under the County ambulance franchise with the delivery of such services; conducts reviews of existing franchised ambulance agencies for proper medical care compliance and makes recommendations on new potential franchise applicants.*
- *Exercises a wide variety of responsibilities related to the planning, organization, management, and coordination of activities concerning EMS in the County.*
- *Provides an informational service to the public on a wide variety of subjects involving emergency medical care and transportation by answering questions by mail, telephone, personal inquiries, speaking engagements, e-mail, website, and news media presentations.*
- *Directs maintenance of vehicles and equipment in the EMS Division.*
- *Performs as an Assistant Emergency Management Coordinator as needed or directed including responding to hazardous materials incidents and/or other natural and man-made major incidents.*

EMS Battalion Chiefs: John Sharp, Robert Turner and William Hamrick

Paramedics, which may include rescuing the sick or injured and providing emergency medical care and transportation. Considerable tact, courtesy, and firmness are required in frequent contact with the general public. Work is performed under general supervision of the Emergency Medical Services Division Chief and is evaluated by observation and by the effectiveness of the operation. Since EMS personnel are required to render medical care to all patients regardless of the patient's race, sex, or medical history, it is a "business necessity" that EMS Battalion Chiefs exhibit a history and characteristic of honesty, reliability, integrity and without prejudices. Employees are frequently placed in a position of physical and mental stress.

- *Supervises and coordinates the activities of several Emergency Medical Technicians and Paramedics during an assigned shift; participates in the recruitment and selection of new employees.*
- *Makes daily emergency transportation, maintenance, and cleaning assignments to ensure availability of sufficient personnel and clean, well stocked vehicles; maintains inventory of medical and cleaning supplies.*
- *Ensures that equipment is in working condition and each vehicle is adequately supplied and staffed with qualified personnel; schedules vehicle repair.*
- *When required, responds to events to provide support as indicated including command and control functions as well as the delivery of direct patient care.*
- *Answers questions and solves operational problems for other crews.*
- *Cooperates with other agencies that provide help in emergencies.*
- *Uses a personal computer to document patient records and encounters, incident reports, and other related forms.*
- *Performs daily chart audits reviewing all calls and makes recommendations for future changes.*
- *Performs the duties of a certified Paramedic as required.*

EMS Captains: Donald Overcash, Christopher Richardson and Christopher Warr

Skilled work in assisting the EMS Battalion Chief in supervising an assigned shift of Emergency Medical Technicians and Paramedics, which includes rescuing the sick and injured and providing emergency medical care and transportation. Employees must possess the ability to rapidly assess situations and intercede on behalf of the patient when necessary. Considerable tact, courtesy, and firmness are required with frequent contact with the general public. Work is performed under general supervision of an EMS Battalion Chief and is evaluated based upon verbal and written performance reports on employees trained, through observation, and periodic conferences.

Since EMS personnel are required to render medical care to all patients regardless of the patient's race, sex, or medical history, it is a "business necessity" that EMS Captains exhibit a history and characteristic of honesty, reliability, integrity, and without prejudices. Employees are frequently placed in a position of physical and mental stress.

- *Responds to emergency and non-emergency calls as other crew members; administers necessary emergency medical care.*
- *Provides a secondary level of supervision in conjunction with or in the absence of the EMS Battalion Chief; assumes Battalion Chiefs' responsibilities in their absence; participates in the recruitment and selection of new employees.*
- *Uses a personal computer to document patient records and encounters, incident reports, and other related forms.*
- *Ensures compliance with County and departmental policies and procedures.*
- *Assists with arranging coverage for shift employee leave requests.*
- *Assists in training new employees and directs remediation of an assigned employee demonstrating best practices in pre-hospital care.*
- *Answers questions and solves operational problems for other crews.*
- *Assists Battalion Chief with equipment inventory, record keeping, vehicle maintenance, field audits, uniforms, and special projects.*
- *Performs daily chart audits, reviewing all calls, and makes recommendations for future changes.*
- *Performs the duties of a certified Paramedic as required.*

EMS Field Training Officers: Kelly Potts, Ryan Brown and Aaron Thurston

Skilled work in performing all aspects of Paramedic duties and assisting the Emergency Services Training Officer in evaluating Emergency Medical Technicians and Paramedics. Employee is involved in continuous evaluation of assigned employee's pre-hospital job performance through observation and skills testing. Under the direction of the Emergency Services Training Officer, employee implements on-the-job training for new employees and remedial training for employees with performance deficiencies. Employees in this position must possess the ability to rapidly assess situations and intercede on behalf of the patient when necessary. Considerable tact, courtesy, and firmness are required to provide useful feedback to employees in the training program and during frequent contact with the general public. Work is performed under the general supervision of the EMS Battalion Chief and the Emergency Services Training Officer and is evaluated based upon verbal and written performance reports on employees trained, through observation, and periodic conferences. Since EMS personnel are required to render medical care to all patients regardless of the patient's race, sex, or medical history, it is a "business necessity" that Field Training Officer-Paramedics exhibit a history and characteristic of honesty, reliability, integrity, and without prejudices. Employees are frequently placed in a position of physical and mental stress.

Responds to calls for service and administers necessary emergency medical care requiring the use of basic and advanced life support skills, first aid, airway management, I.V. and medication administration by evaluating the nature of the emergency, the patient's condition and the extent of injury or illness; obtains blood for laboratory analysis.

- *Uses a personal computer to document patient records and encounters, incident reports, and other related forms.*
- *Ensures compliance with County and departmental policies and procedures.*
- *Files regular progress reports on employees in training to the Emergency Services Training Officer and EMS Battalion Chief.*
- *Trains new employees and directs remediation of an assigned employee, mentors EMS students of all levels and demonstrates best practices in pre-hospital care.*
- *Answers questions and solves operational problems for other crews.*
- *Participates in the recruitment and selection of new employees.*
- *Assists EMS Battalion Chief as directed.*
- *Performs the duties of a certified Paramedic as required.*

EMS Lieutenants: Robert Fox, Daniel Robinson and Crystal Linker

Skilled work in assisting the EMS Battalion Chief and EMS Captain in supervising an assigned shift of Emergency Medical Technicians and Paramedics, which includes rescuing the sick and injured and providing emergency medical care and transportation. Employees in this position must possess the ability to rapidly assess situations and intercede on behalf of the patient when necessary. Considerable tact, courtesy, and firmness are required to provide useful feedback to employees and during frequent contact with the general public. Work is performed under the general supervision of an EMS Battalion Chief and EMS Captain and is evaluated based upon verbal and written performance reports on employees trained, through observation, and periodic conferences. Since EMS personnel are required to render medical care to all patients regardless of the patient's race, sex, or medical history, it is a "business necessity" that EMS Lieutenant exhibit a history and characteristic of honesty, reliability, integrity and without prejudices. Employees are frequently placed in a position of physical and mental stress.

- *Responds to emergency and non-emergency calls as an ambulance attendant, performs necessary rescue work, administers necessary emergency medical care requiring the use of splints, suction devices, and backboards.*
- *Provides a tertiary level of supervision in conjunction with or in the absence of the EMS Battalion Chief and/or EMS Captain.*
- *Uses a personal computer to document patient records and encounters, incident reports, and other related forms.*
- *Insures compliance with County and departmental policies and procedures.*
- *Files regular progress reports on employees with the EMS Battalion Chief*
- *When required, assists in training probationary employees and directs remediation of an assigned employee demonstrating best practices in pre-hospital care.*
- *Answers questions and solves operational problems for other crews.*
- *Performs daily chart audits reviewing all calls and makes recommendations for future changes.*
- *Participates in the recruitment and selection of new employees.*
- *Assists EMS Battalion Chief as directed.*

All full time employees are Paramedics and most of the part time staff are Paramedics. Therefore two classes of Paramedics follow. Full time Paramedics works our assigned 24/48 rotational shift pattern. Part time Paramedics work as needed to fill open shifts. Otherwise job duties are essentially the same.

Full Time Paramedics: Michelle Baughman, Jennifer Beck, Shaun Berrier, Sandra Blake, Hannah Brown, Jeffrey Brown, Renoda Burns, Erich Byrd, Amy Callahan, William Conrad, Dustin Earnhardt, Monica Evans, Matthew Galloway, Heidi Hatley, Sandra Hensley, Constance Hession, James Hewitt, Melvin Hill, Misty Hoshall, Jared Ingram, Kristen Johnson, Sally Kersey, John Klutz, Chris Lambert, April Lashua, Kevin Nail, Carrie Newton, Joshua Petzak, Alisha Pruitte, Selina Rodriguez, Keith Safrit, David Shute, Katie Smith, Marcus Stodard, William Stout, Matt Thompson, Heather White and Benjamin Young:

Part Time Paramedics: Melchor Astudillo, Larry Bishop, Alyson Coley, Michael Damba, Alan Feeney, Heather Fesperman, Shaun Freeman, Kathleen Gandy, Kenneth Goforth, Nickalaus Goodman, Maggie Hardister, Clarence Hoke, Charles Jones, James Kiser, Thomas Lowman, Jackie McKee, Daniel Medina, Matthew Munsey, Shane Pflieger, Richard Pope, Robert Reed, Eric Schenk, Adison Smith, Preston Smith and Anna Thorpe.

Skilled work in rescuing accident victims and advanced emergency care in administering life sustaining treatment in the form of I.V. fluids, cardiac medications, endotracheal intubation, and related treatment. An employee in this class serves as one of the members of a two-member team. The other member may be an EMT, EMT-Intermediate or Paramedic. The Paramedic is the senior member of the team and is responsible for advanced medical treatment of patients. Work is performed under the general supervision of a shift commander, appropriate medical control, and is evaluated by the employee's ability to respond effectively to emergency situations. Employees in this position must possess the ability to assess situations and intercede on behalf of the patient when necessary. Since EMS personnel are required to render medical care to all patients regardless of the patient's race, sex, or medical history. It is a "business necessity" that Paramedics exhibit a history and characteristic of honesty, reliability, integrity, and without prejudices. Paramedics are frequently placed in a position of physical and mental stress.

- Responds to calls for service and administers necessary emergency medical care requiring the use of basic and advanced life support skills, first aid, airway management, IV and medication administration by evaluating the nature of the emergency, the patient's condition and the extent of injury or illness;
- Obtains blood for laboratory analysis.
- Communicates with hospital emergency department personnel to inform them of patients en-route to hospital and relays information concerning the nature and extent of the patient's injury or illness; calls for support or assistance from police, additional ambulance service or heavy rescue as needed.
- Provides the necessary care and treatment of the patient to include cardiopulmonary resuscitation, suctioning, bandaging, splinting, administering oxygen, treatment for shock, and other emergency care and life saving measures, assists rescue units with remaining auto accident victims in cooperation with rescue squads, performs emergency childbirth.
- Uses a personal computer to complete an ambulance call report at the completion of each call reflecting billing information and a complete description of the patient's condition and treatment.
- Performs a daily inspection of ambulance and equipment, conducts an inventory of equipment and supplies and restocks the ambulance vehicles, performs minor maintenance and housekeeping on ambulance vehicles and stations.

- *Participates in a continuous training program to improve the employee's competence in medical technician work and in the ambulance service and operation.*
- *Studies street and road patterns and networks of the County in order that future routing to calls may be made with minimum difficulty and delay.*
- *Performs emergency care procedures as directed by appropriate medical control and related work as assigned.*

Part Time EMT Intermediates: Timothy Jackson, Dawn Hicks and Lindsay Campbell

Skilled work in rescuing victims and advanced emergency care in administering life sustaining treatment. An employee in this class serves as one of the members of a two member team. The other member is an EMT or Paramedic. Work is performed under the general supervision of a shift supervisor, appropriate medical control, and is evaluated by the employee's ability to respond effectively to emergency situations. Since EMS personnel are required to render medical care to all patients regardless of the patient's race, sex, or medical history, it is a "business necessity" that EMT's exhibit a history and characteristic of honesty, reliability, integrity, and are without prejudices. EMT-I's are frequently placed in a position of physical and mental stress.

- *Responds to calls for service and administers necessary emergency medical care requiring the use of basic life support skills, first aid, airway management, IV and medication administration by evaluating the nature of the emergency, the patient's condition and the extent of injury or illness*
- *Obtains blood for laboratory analysis.*
- *Communicates with hospital emergency department personnel to inform them of patients en-route to hospital and relays information concerning the nature and extent of the patient's injury or illness, calls for support or assistance from police, additional ambulance service or heavy rescue as needed.*
- *Provides the necessary care and treatment of the patient to include cardiopulmonary resuscitation, suctioning, bandaging, splinting, administering oxygen, treatment for shock, and other emergency care and life saving measures; assists rescue units with remaining auto accident victims in cooperation with rescue squads; performs emergency childbirth.*
- *Uses a personal computer to complete an ambulance call report at the completion of each call reflecting billing information and a complete description of the patient's condition and treatment.*
- *Performs a daily inspection of ambulance and equipment, conducts an inventory of equipment and supplies and restocks the ambulance vehicles, performs minor maintenance and housekeeping on ambulance vehicles and stations.*
- *Participates in a continuous training program to improve the employee's competence in medical technician work and in the ambulance service and operation.*
- *Studies street and road patterns and networks of the County in order that routing to future calls may be made with minimum difficulty and delay.*
- *Performs emergency care procedures as directed by appropriate medical control.*

Part Time EMTs: Eric Albright, Christopher Andrews, Kelly Burnoski, Jessica Fabrega, Charles Haas, Tony Peeler, Gilbert Myers, Bradley Nations, Chris Renfrow, Maria Rimer, Timothy Ross, Lauren Samuel, David Scott, George Stewart and Justin Strange.

Responsible work in transporting patients and in rendering emergency medical aid and life saving measures. An employee in this class serves as one of the members of a two member team. The other member is a Paramedic. Work is performed under the general supervision of a shift supervisor, appropriate medical control, and is evaluated by the employee's ability to respond effectively to emergency situations. Since EMS personnel are required to render medical care to all patients regardless of the patient's race, sex, or medical history, it is a "business necessity" that EMT's exhibit a history and characteristic of honesty, reliability, integrity, and are without prejudices. EMT's are frequently placed in a position of physical and mental stress.

- *Responds to emergency calls from patients or relatives, the police department, and other individuals; obtains information from the patient or relative concerning history of illnesses or diseases; evaluates the nature of the emergency and patient's condition and determines extent of injury or illness.*
- *Communicates with hospital emergency department personnel to inform them of patients en-route to hospital and relays information concerning the nature and extent of the patient's injury or illness; calls for support or assistance from police, additional ambulance service or heavy rescue as needed.*
- *Provides the necessary care and treatment of the patient to include cardiopulmonary resuscitation, suctioning, bandaging, splinting, administering oxygen, treatment for shock, and other emergency care and life saving measures; assists rescue units with remaining auto accident victims in cooperation with rescue squads.*
- *Prepares patient for transport to include such care as stopping bleeding, providing airway for unconscious patients, immobilizing trauma victims, administering antidotes to poisoning victims, elevating parts of the body, and keeping the patient as calm and stabilized as possible for transport.*
- *Transports out-of-town, transfer, or convalescent patients.*
- *Performs a daily inspection of ambulance and equipment, conducts an inventory of equipment and supplies and restocks the ambulance vehicles, performs minor maintenance and housekeeping on ambulance vehicles and stations.*
- *Completes an ambulance call report at the completion of each call reflecting billing information and a complete description of the patient's condition and treatment.*
- *Uses a personal computer to document patient records and encounters, incident reports, and other related forms.*

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Division (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

Each facility will be addressed separately and described in the following pages. The document will be formatted so that each facility is separated by a page break and begins at the top of the page.

Station 82, 3615 West NC 152 Hwy, China Grove



Residential style structure consisting of 4 bedrooms, 3 baths with a combination living/dining/kitchen area. The living/dining/kitchen area also serves as the office/copyroom. The living area is attached to the garage by an enclosed walkway that serves as the primary entrance to the facility. The 2 bay garage is oversized to accommodate the height and length of EMS units while allowing room for movement around the vehicles. Housed in the garage area are the in-service EMS unit that is actively answering calls and, when available, a reserve unit.

Under normal operating conditions the facility houses a single crew of 2 people. Additionally, there may be a rider/observer affiliated with an EMS related class. In times of anticipated weather events a second crew may be added to this location. In these cases the area provided to address post call related tasks such as completing reports on the computer is usually not sufficient.

Storage other than normal domestic needs is addressed by the use of cabinets located in the garage area. Items needed to restock the EMS units post call as well as cleaning supplies and mechanical supply needs are found in these cabinets.

Parking is sufficient with a large concrete drive and additional parking available on a gravel road leading to a broadcast tower site on the same property (County owned)

Constructed 2004

Estimated total square footage 1300 exclusive of the garage.

Station 83, 270 St. Matthew's Church Rd, Salisbury



Residential style structure consisting of 2 bedrooms, 2 baths with a combination dining/kitchen area separated from the living area by a single divider wall. What is designed as a third bedroom serves as the office/copyroom including storage of office supplies and medications. The living area opens directly into the garage through a utility room that serves as storage for medical supplies exclusive of medications. This is observed as the primary entrance to the facility. The single bay garage is oversized to accommodate the height and length of EMS unit while allowing room for movement around the vehicle. In an anteroom off the garage is the primary storage area for vehicle cleaning supplies and those of a mechanical nature. This room also houses the well pump and holding tank. Housed in the garage area is the in-service EMS unit that is actively answering calls. We are unable to place a reserve unit at this location due to the site and facility layout.

Under normal operating conditions the facility houses a single crew of 2 people. Additionally, there may be a rider/observer affiliated with an EMS related class.

Storage is accommodated at this location by the use of existing cabinetry. In addition to the areas described above, domestic cleaning supplies are found in a storage area located in the kitchen.

With the exception of crew changes and when third party riders are present, parking is sufficient with a concrete drive and the ability to park along the drive next to the property line.

Constructed 1994

Estimated total square footage 1200 exclusive of the garage.

Station 84: 3975 Statesville Boulevard, Salisbury



Residential style structure (mobile home) consisting of 2 bedrooms, 1 bath with a combination dining/kitchen/living area. The living/dining/kitchen area also serves as the office/copyroom. This area is also used for the storage of all domestic cleaning supplies in addition to all medications and medical supplies required for restocking of the EMS units. The living area opens onto an uncovered set of steps that lead directly into the garage/carport. This is the primary entrance to the facility. The single bay garage/carport is oversized to accommodate the height and length of EMS unit while allowing room for movement around the vehicle. It is enclosed on only three sides and has a pedestrian door located in each "long" side of the structure. There is no opening in the rear wall. Plastic cabinetry in the garage is the primary storage area for vehicle cleaning supplies and those of a mechanical nature. Housed in the garage area is the in service EMS unit that is actively answering calls. We are unable to place a reserve unit at this location due to the site and facility layout.

Under normal operating conditions the facility houses a single crew of 2 people. Additionally, there may be a rider/observer affiliated with an EMS related class.

Parking is insufficient at this location. Due to lot size and orientation the on-duty crew must move their vehicles after the off going crew leaves in order provide ample room to turn the EMS unit for backing into the garage. This is exacerbated when third party riders are present, due to limited parking.

*Installed 1988 as a temporary structure
Estimated total square footage 700 exclusive of the garage.*

Station 85: 123 North Shaver Street, Salisbury



Commercial structure consisting of 6 bedrooms 2 baths with a combination dining/kitchen/living area and separate office area. The primary entrance to the facility is located off the kitchen area but a secondary employee entrance is provided from the rear parking lot. The living/dining/kitchen area has ample storage for domestic items as well as cleaning supplies. Bedrooms each have built in wardrobe like cabinetry allowing individual storage of personal items. In addition, each bedroom has a desk and side chair allowing the opportunity to rest or work in the bedroom. The bathrooms are defined as male/female but are constructed identically. Each contains a toilet, sink and shower facility with storage accomplished by the use of open wire shelving (portable). Restroom facilities are not adequate for number of staff members present.

Attached to the living area is a large 4 bay drive through garage. In the hallway connecting the garage to the facility is dedicated storage for medical supplies and medications required for restocking of the EMS units. There is a decontamination room with a large sink located adjacent to the garage that serves as storage for some items of medical equipment and is also used for the storage of all domestic cleaning supplies and mechanical needs. A small area of secured storage is located beside the decontamination room. This area is restricted by the use of "key card" entry and houses a complement of disaster supplies.

The multi bay garage is oversized to accommodate the height and length of EMS unit while allowing room for movement around the vehicle and is constructed in a drive through design. The three bays closest to the living quarters are identical in size while the furthestmost bay is larger. Bay 1 is reserved for a spare ambulance while bays 2 & 3 house in-service EMS units. Bay 4 is large enough to accommodate a 40 ft Mobile Command Center that is constructed on an RV chassis.

Under normal operating conditions the facility houses 2 crews of 2 people. Additionally, there are usually one or more rider/observers affiliated with an EMS related class.

Parking is sufficient with a large concrete drive and additional concrete surfaced parking available behind the structure and along the adjoining property line.

Constructed 2008

Estimated total square footage 1700 exclusive of the garage and storage located therein.

Station 86: 134 East Garden Street, Landis



Suite located in the middle of a commercial structure (Landis Municipal Building) consisting of 2 bedrooms, 2 baths, combination kitchen/living/dining area and separate office. Only one entry exists to the facility from the living quarters with likewise only one exit. For other purposes of ingress/egress the bay area door must be used. The bedrooms, a bath and the office area form a square in the rear of the structure. Two bedrooms of nearly equal size exist separated by a bathroom with access from either room or the office on the diagonal corner. You must enter a bedroom in order to access the bathroom. The rearmost bedroom has a storage closet but none exist in the forward most bedroom. The office is oriented so that you must pass through the office to access either bedroom or the bay area. It is large enough only for a desk and the required walkway. The second bathroom which opens off the living/kitchen/dining area is more like a utility room with a toilet than a designated bathroom. The kitchen/living/dining area measures only about 12 X 16 feet. This area accommodates a kitchenette, bistro style table with 2 chairs, sofa and side chair in addition to an end table and lamp. Limited storage space is provided in the kitchenette area.

Separated from the living area by a single pedestrian sized door is the garage area. No ventilation exists to evacuate exhaust fumes from the structure that is separated from the living quarters by nothing more than a standard construction interior wall that extends only to the height of 8 feet leaving an open area above the living quarters. The garage is not tall enough to accommodate all of the EMS units in the fleet so only certain vehicles can be assigned to this station. The garage is deep enough to accommodate the length of the EMS unit with limited mobility in the front and rear of the unit. Ample walkway is provided on each side of the unit. All storage exclusive of the small closet in the rearmost bedroom is found in the bay area. This is accomplished by several open shelves in addition to a closed cabinetry (portable). Housed in the garage area is the in-service EMS unit that is actively answering calls. We are unable to place a reserve unit at this location due to the site and facility layout.

Under normal operating conditions the facility houses a single crew of 2 people. Additionally, there may be a rider/observer affiliated with an EMS related class.

Parking is sufficient at this location with several spaces located directly in front of the structure and a large gravel lot located just to the east of the entrance. .

*Construction date unknown, occupied for current use in 1985
Estimated total square footage <600 exclusive of the garage.*

EMS Station 87: 2727 Old Concord Road, Salisbury



Multipurpose commercial construction facility. The EMS Division occupies space on the lower level including office, garage and storage space. The lower level has a significant amount of shared space that is utilized by the Fire and Emergency Management Divisions in addition to the NC Forest Service. Within the main building structure 8 rooms are dedicated EMS office or sleeping quarters in addition to 2 small closets.

There are 3 rooms designated as sleeping quarters for EMS crews working 24 hour shifts. The small closets are located in 2 of these rooms. Two of the rooms are identical in construction and have about 100 ft² of space. The bedrooms are shared by 3 people in each room however only one occupant is present at a given time. One closet is dedicated to the storage of uniforms while the other holds medications used in daily operations. Storage of personal items is accomplished by homemade shelving or plastic cabinetry since built in storage is used for operational purposes. The third bedroom used by the EMS supervisors(s) is approximately 120 ft² and is shared in the same manner as the other bedrooms. This room also houses plastic shelving for the storage of spare medical equipment, parts, tools and personal items.

A “ready room” (175 ft²) exists at the end of the hallway leading to the garage/bay area. This is designed to serve as the living room or den area for the employees with group seating and a television. In order to exit to the bay area you must travel through this room.

The EMS crews are provided with a small office space (100 ft²) with a desktop computer. This also serves as the mail/copy room and each employee has an assigned mailbox located here so it is shared by all employees both full time and part time. No storage is provided in this room other than the mailboxes.

Across the hallway from the EMS crew office is an office dedicated to EMS supervision. The room of about 200ft² is shared by the 3 EMS supervisors on a rotational basis as only one is on duty at a given time. It contains a small conference table allowing the room to be used for employee conferences and needs of a confidential nature. Storage is accomplished by the use of filing cabinets and commercial shelving.

An office exist of about 120 ft² for use by the 3 Field Training Officers and 3 Lieutenants. This office is predominantly utilized when these individuals report to complete office functions on days other than the regular duty day. Under those conditions, occasions arise when 2 or more of FTO's or Lt's arrive at the same general time to utilize the office space. Storage is accomplished by the use of filing cabinets and multiple commercial storage units.

The remaining office space dedicated to EMS is utilized by the EMS Division Chief. This area of approximately 150 ft² is not a shared space but utilized on a 40 hour work week schedule. It is large enough to accommodate small meetings of a confidential nature. Storage is accomplished by the use of lateral files and multiple commercial storage units.

Shared space (exclusive of hallways and offices utilized by other divisions or agencies) located on the lower level include:

- Kitchen/dining/vending/copy area of around 300 ft². This area includes 3 vending machines, multifunction copier fax, dining table with seating for 4-6, stove, refrigerator and built in cabinetry for food and supply storage.*
- Secondary Copy room of 120ft² which has a small desk and desktop computer for "overflow" use. This room also houses storage for the Fire Division plans review process and paper storage for the copier.*
- Conference Room A is the larger of the conference rooms at approximately 680 ft². This space is used for plans review, impromptu meeting space, regularly scheduled monthly meetings, small training sessions and as a breakout room when needed. There is no storage in this area however equipment and supplies are generally stacked neatly in the room for storage due to the lack of other storage space.*
- Conference Room B, the smaller of the conference rooms is approximately 250 ft². This space is used for impromptu meeting space, confidential conferences, small training sessions and as a breakout room when needed. There are three commercial storage lockers in this area however additional equipment and supplies are generally stacked neatly in the room for storage due to the lack of other storage space.*
- There are dedicated male and female restrooms with accompanying (but not attached) shower facilities. The bathrooms are about 100 ft² each. Both are barely adequate for normal office operations and are insufficient for meetings, training or special events where there are additional people present. The mens room has a sink, urinal and toilet while the ladies room has a sink and single toilet.*

The 3 bay garage area is used exclusively for EMS operations. The bay located adjacent to the living quarters (Bay 1) houses the EMS Supervisors vehicle. Bay 2 is reserved for use by the in-service EMS unit that is actively answering calls. The third bay is designated to hold a reserve EMS unit but may be utilized to perform light vehicle maintenance or provide temporary storage. Located off the back of the bay area are three rooms. The larger room is the mechanical/furnace/boiler room. The general use of the room is for the purposes used above to describe the room. In addition supplies and equipment including tires, spare medical equipment, oxygen, etc. are stored in this room. These items are placed in designated areas away from switch panels, boilers, heaters, etc. Located within this room there are 2 closets each of less than 100 ft². One closet is dedicated to the storage of medical supplies while the other serves as storage for spare vehicle parts, spare medical devices and is also shared with the Fire Division for evidence storage. The other 2 rooms are accessible from the bay area. One is used as storage by the NC Forestry Service. The other, which is less than 100 ft², is used to store medical supplies.

Due to the undersized bay area you cannot fully access the mechanical room without moving the EMS unit housed in bay 2 outside. Also restricted by the bay size is access in front of or behind the other EMS unit or the Shift Supervisors vehicle. Less than 6 inches of clearance exists between the bay doors and the front of the vehicles while only 18-24 can be found on the rear of the units. Due to bay width and the placement of support columns 2 problems arise: larger individuals have difficulty moving between the vehicles and you cannot fully open the doors of the EMS units.

In addition to the dedicated and shared space on the lower level of the facility, the Division also utilizes shared space on the upper level of the facility. The Division provides continuing medical education to the entire Rowan County EMS System 2 days each month. Current enrollment averages about 100 persons per month spread over 2 days, the second Wednesday and the following Thursday. Traditionally, auditorium sections B&C have been utilized for this purpose. The Division also has a fit for duty evaluation that must be completed by prospective employees. This evaluation is designed around the physical facility and utilizes the front parking lot, vestibule, stairwell, section C and the rear loading dock in addition to the rear parking lot and part of Corporate Center Drive. The auditorium, divided into the three individual sections, is utilized for assessment centers when hiring new employees. Our hiring and evaluation practices are based on the availability of the facility as much as the need to hire employees due to the difficulty in scheduling the facility. Likewise our monthly training sessions seem to be problematic for those in charge of scheduling.

Parking (lower level) is sufficient for normal daily operations. However if meetings or conferences are scheduled the volume of attendees exceeds the parking provided.

Constructed 1987

Estimated EMS dedicated square footage approximately 1100

Estimated shared square footage (lower level) exclusive of garage and storage contained therein 1550

EMS Station 88: 11130 Statesville Boulevard, Cleveland



Commercial style modular building designed for current use. Specifically designed as a temporary structure housing EMS operations until a permanent structure is built in conjunction with Cleveland Community Fire Department. The primary entrance to the building is in the rear of the structure while the western most entrance is accessible only through the detached garage. The floor plan includes 2 bedrooms and 2 baths with a large L shaped kitchen/dining/living area and separate dedicated office area. Built in storage is provided in the kitchen and office area for supplies appropriate to use in those areas. A dedicated EMS supply closet is located in the hallway leading to the detached garage area that accommodates medical supplies and medications. Lockers are provided inside the rear entrance for the storage of personal items.

The single bay garage/carport is oversized to accommodate the height and length of EMS unit while allowing room for movement around the vehicle. It is fully enclosed with full size garage doors on each end providing a drive through design. A pedestrian door located in each "long" side of the structure. Metal shelving located in the garage is the primary storage area for vehicle cleaning supplies and those of a mechanical nature. Housed in the garage area is the in-service EMS unit that is actively answering calls. We are unable to place a reserve unit at this location due to the site and facility layout.

Under normal operating conditions the facility houses a single crew of 2 people. Additionally, there may be a rider/observer affiliated with an EMS related class.

Parking is sufficient at this location with an ample number of paved parking spaces and access from Hwy 70 or School Street.

Installed 2014

Estimated total square footage 1100 exclusive of the garage.

- b. What activities actually take place in the present spaces?

Stations 82, 82, 84, and 86:

Primarily used for the staging of resources in specific response areas. Employees “live” at these locations 24/7/365 and the facilities are utilized in that manner including sleeping, cooking, etc. Daily operational needs such as storage, cleaning of EMS units, office functions, etc. are addressed here. A limited amount of training occurs when student rider/observers are present. Otherwise, no significant other operational functions occur at these locations.

Station 85:

Primarily used for the staging of resources in specific response area. Employees “live” at this location 24/7/365 and the facilities are utilized in that manner including sleeping, cooking, etc. Daily operational needs such as storage, cleaning of EMS units, office functions, etc. are addressed here. A limited amount of training occurs when student rider/observers are present. Additionally, this is the primary assigned station of the shift Captain. Each Captain has specific assigned administrative duties which are performed at this location. Mostly clerical in nature, they are generally performed in the office space that is shared with the other EMS staff members. Otherwise, no significant operational functions occur at these locations.

Station 87:

Primarily used for EMS administration and supervision but also utilized as a point of staging for resources assigned to a specific response area. Employees, including the EMS Shift Supervisor, “live” at this location 24/7/365 and the facilities are utilized in that manner including sleeping, cooking, etc. Daily operational needs such as storage, cleaning of EMS units, office functions, etc. are addressed here.

Numerous EMS administrative functions are carried out at this location by the EMS Shift Supervisor and the EMS Division Chief. The Shift Supervisor is responsible for oversight of all daily operations including staffing, supplies, call review, qa/qi, personnel accountability, equipment accountability, incident response and command functions. Each EMS Supervisor also has at least one additional assigned responsibility that is performed at this facility. The 3 most significant are: vehicle maintenance oversight, procurement of drugs/medicines and medical equipment management.

The EMS Division Chief addresses administrative needs including budgeting, staffing, planning and general operational oversight from this location. Meetings with external influences are generally held here as are employee conferences and disciplinary concerns.

The Field Training Staff and shift Lieutenants also have office space in this facility. Like the Battalion Chiefs and Captains, each have additional assigned duties that are carried out from this location in shared office space.

Additionally, the Department Training Officer is located at this facility. While the position is department level and not division level, the majority of the Training Officers time is devoted to EMS training. The facility is used to conduct courses for all three divisions including a significant number of offerings that bring outside personnel into the facility. The storage of training aids and equipment is done almost exclusively here.

- c. Describe your division's interaction with the public.

EMS Field Staff: EMT, EMT Intermediate and Paramedic

The primary public interaction with this subset of employees is the delivery of patient care. Employees address responses from those encountered during the performance of this duty that vary from complete confidence and cooperation to threats and actual application of physical violence.

By the nature of the job, interaction with the public occurs on constant basis. When the EMS crews are out of the station, whether on a call for service or not, they are in the public eye. Beyond incidental interaction through normal activities such as driving between call assignments and stations, purchasing fuel, buying food or groceries, etc, individuals that may be encountered by EMS staff during the normal course of business include but are not limited to: patients, caregivers, family members, facility staff members, telecommunicators, firefighters, police officers, doctors, nurses, ancillary hospital staff, suppliers, media and elected officials. The highest level of professional behavior is expected at all times.

EMS Field Staff: Field Training Officers and Lieutenants

Like those listed above, the primary public interaction with this subset of employees is the delivery of patient care. Employees address responses from those encountered during the performance of this duty that vary from complete confidence and cooperation to threats and actual application of physical violence.

This subset of employees is the actual first line of administration. In addition to the interactions described for other field staff, they are most likely to address matters beyond normal interaction in the field. Issues that arise in the field such as complaints or other concerns that require immediate attention are generally unpleasant requiring additional tact and crisis management skills. The highest level of professional behavior is expected at all times.

EMS Field/Administrative Staff: Captains

Like those listed above, the primary public interaction with this subset of employees is the delivery of patient care. Employees address responses from those encountered during the performance of this duty that vary from complete confidence and cooperation to threats and actual application of physical violence.

This subset of employees is the second line of administration and in many cases are the ones tasked with investigation and documentation of issues that arise from public interaction. In addition to the interactions described for other field staff, they are most likely to address matters that were unable to be resolved in the field. Complaints or other concerns that may be addressed have usually been reviewed and have elevated to a higher degree of difficulty. The highest level of professional behavior is expected at all times.

EMS Field/Administrative Staff: Battalion Chiefs

The primary public interaction with this subset of employees is shift administration including scene response for command and control. These individual interact with the public and allied agencies at a higher level, including chief officers and elected officials. Most responses from those encountered during the performance of this duty are centered around complete confidence and cooperation. They are much less likely to meet with threats and actual application of physical violence.

This subset of employees is the third (highest) line of administration outside of the Division Chief and they are the ones tasked with oversight regarding the investigation and documentation of issues that arise from public interaction. In addition to the interactions described for other field staff, they are most likely to address matters that were unable to be resolved without the highest level of administration. Complaints or other concerns that may be addressed have usually been reviewed and have elevated to the highest degree difficulty and may require the involvement of Department administration in addition to Division personnel. The highest level of professional behavior is expected at all times.

EMS Administrative Staff: Division Chief

The primary public interaction with the Division Chief is administration including scene response for command and control. This individual interacts with the public and allied agencies at a higher level, primarily chief officers and elected officials. Most responses from those encountered during the performance of this duty are centered around complete confidence and cooperation. They are much less likely to meet with threats and actual application of physical violence.

This is the highest line of administration in the Division and is tasked with complete oversight regarding any issues that arise from public interaction. In addition to the interactions described for other field staff, they are most likely to address matters that were unable to be resolved within shift administration. Complaints or other concerns that may be addressed have usually been reviewed and have elevated to the highest degree difficulty and may require the involvement of Department administration in addition to County administration and possibly elected officials. The highest level of professional behavior is expected at all times.

- d. Describe your division's need for private conferencing space.
The current availability of private conference space appears adequate. Private or better described for our use as, confidential, space is usually available. It is primarily used when there is a need for an employee conference, disciplinary hearing or in some cases planning involving the need for confidentiality.
- e. Describe any special security needs for your division.
Overall, current security seems to be adequate at all the facilities. We have experienced no issues with intruders, vandalism or other such events. Station 85 has been the epicenter of several incidents involving gunfire without damage to the structure, occupants or any equipment.

The parking lot on the lower level of Station 87 needs some type of security to protect the availability of parking and reduce the amount of "cut thru" traffic. When the Rowan County Fair is in operation it is not unusual for patrons to park in such a manner as to prevent ingress and egress of our response vehicles. With the sale of the present parking area used by the Fair for business development, it is anticipated that this will situation will degrade further. The parking area is used regularly by individuals cutting thru from Corporate Center Drive to Old Concord Road (not sure of the rationale since Corporate Center connects directly to Old Concord). With the Hutton Corporation development on the Interstate 85 side of the property and right turn only traffic pattern, we expect traffic to increase on Corporate Center Drive likely increasing this activity. Some type of electronically controlled gated access would be suggested.

4. Physical Facilities “Character”:

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings) **Specific issues are addressed below under the heading of the individual station number. However, more specifics are available in the building descriptions found in the earlier pages of this document.**

Station 82: Functional but not really designed for its use even though it was built for that purpose. While the facility is located on a major secondary road that serves that area of the County, the facility should have been located further north and potentially further west to fill the actual response need. It is located relatively close, geographically, to the primary first responder agency serving the area. It neither helps nor hinders our operation.

Station 83: Functional but not really designed for its use even though it was built for that purpose. It has been retrofitted with a larger garage to accommodate the size of the EMS units but cannot house a spare unit. While not on a major secondary road, the facility is located well to fill the immediate response need. It is located across the street from the primary first responder agency serving the area. It neither helps nor hinders our operation.

Station 84: Barely functional and not designed for its current use. The facility is too small, provides little privacy for the staff and little parking. Steps have been taken to make it appear more “commercial” with the paving of the parking lot, new garage and remodeling of the structure inside and out. The facility is probably well situated for the response need being located directly on Hwy 70. NCDOT did provide a median cut so that the unit could exit and travel west when needed. The Division has adapted to the constraints imposed by the facility and it neither helps nor hinders our operation however, a larger facility designed for use as an EMS station would likely improve operations and employee morale.

Station 85: Functional and somewhat well designed for its use. Sufficient area is provided for public and personal space within the facility except that the restroom capacities are inadequate for the current staffing of 4 people and are woefully inadequate when the third unit is in service. There is no room available to install vending machines. Storage seems to fit the needs of the Division at the current operational level and with the current cache of supplies and equipment. The geographical relationship and easy access to a major thoroughfare (E Innes St) is a positive point as is its relation to Salisbury Fire Departments main station. However, there are some concerns with the level of crime in the area, especially violent crime. By establishing this station in this location, we have enhanced our level of operation.

Station 86: Barely functional and not designed for its current use. The facility is unacceptably small and provides little privacy for the staff. Steps have been taken to make it more livable with new furnishings and paint. As a rental property, there is little we can do to improve other than these cosmetic changes. The bay area is not big enough to accommodate all of the units in the EMS fleet. The facility is probably well situated for the response need being co-located with the Landis Fire Department and with easy access to Hwy 29 and Hwy 29A. The Division has adapted to the constraints imposed by the facility and it neither helps nor hinders our operation, however, a larger facility designed for use as an EMS station located on Hwy 29 closer to Kannapolis would likely improve operations.

Station 87: (lower level only) Functional and somewhat well designed for its use. Sufficient area is provided for personal space within the facility except that the restroom capacities are inadequate for the current staffing of both 40hr workweek and 24/48 staff. Office areas are sufficient in size and arrangement for most purposes but additional office space would allow a higher level of efficiency by allowing us to assign fewer people to the shared spaces. Storage is a major area of concern as almost every area of office or personal space also doubles as some type of storage area. Some of the designated storage areas are repurposed from electrical or data rooms while others while designed for storage were not designed for the items that we warehouse.

Meeting or training space for more than 12-15 people is not available on the lower level. Meeting space can sometimes be arranged to accommodate up to 30 people dependent upon the set up required. Anything larger or special layouts have to be taken to the upper level or off site. In both cases we are at the mercy of another agency to schedule the required facilities and often have to modify our operations to accommodate others. When using the upper level we generally utilize the lower level meeting rooms as break out rooms. This is a certainty when delivering monthly continuing medical education and during employee assessment centers. Another consideration is that during training activities we have all of our equipment stored at this facility. This allows for the Training Division to provide any supplemental training or remediation at anytime that it is needed. It also allows us access to our training aids when we are providing classes on site. If it is necessary to take classes off site, the logistics of moving the equipment to an alternate location can be quite significant. This clearly hinders our operations.

Living quarters are poorly designed as the bedrooms are connected directly to the public restrooms. In order to access the shower facilities you must either pass through the public restroom or walk down the hall though the public areas of the building. The showers are not large enough nor designed to accommodate undressing or changing in the room. There is no division from the shower to the floor to prevent flooding of the floor area. The kitchen dining area also serves as a copy room and vending area, This requires it be utilized as public space and our 24/48 staff are unable to separate themselves from the public functions of the facility. The geographical relationship and easy access to several major roadways including Interstate 85, Old Concord Road and Jake Alexander Boulevard is a positive point as is its relation to Rowan Telecommunications, South Salisbury Fire Department and Rowan Rescue.

Station 88: Functional as designed for a short term, temporary structure. Specifically laid out for use as an EMS station with some allowances made due to the modular construction method. The layout of the floor plan prior to those allowances could serve as a model for future single crew stations with adaptability for multi crew facilities. The garage is undersized due to site layout and budgetary constraints, but is functional. If this had been planned as a permanent structure the garage would have been of an alternative construction method and larger to accommodate larger doors. The facility is ideally located on the same property as the future permanent facility. The property faces Hwy 70 allowing for easy travel westward or eastward back into the more populated area of the County. It is located on property owned by to the primary first responder agency serving the area. The construction and location of this facility helps our operation.

5. Equipment:

List all major equipment you use and describe its use.

Without a specific definition, "major equipment" was considered as any item identified as a capital purchase or an item used to compliment a capital purchase.

EMS Ambulance: Used for the treatment and transportation of sick and injured individuals requesting services. Used for all EMS field technicians transportation needs for the duration of the duty shift. All equipment required for the delivery of care or transportation is transported in the vehicle as well. Value ~ \$150,000

Philip MRx Monitor Defibrillator: Used to treat and evaluate medical needs of a cardiac nature including defibrillation, external transcutaneous pacing, ECG capture, ECG interpretation, ECG transmission, pulse oximetry monitoring, end tidal CO2 monitoring, blood pressure monitoring and temperature monitoring. Value ~ \$30,000

Stryker Power Pro EMS Cot: Used for the transportation of patients in a protective, restrained (safety) environment within the EMS unit. Value ~ \$12,000

Stryker Pro EMS Cot: Manual version of the Power Pro, used for the transportation of patients in a protective, restrained (safety) environment within the EMS unit. Value ~ \$6,000

Stryker Pro EMS Bariatric Cot: Bariatric (oversized) version of the Pro used for the transportation of obese patients in a protective, restrained (safety) environment within the EMS unit. Value ~ \$6,500

Stryker 6252 Stair Chair Stretcher: Used for the removal of patients in areas inaccessible by the EMS cot in a safe, restrained manner. Value ~ \$3,000

Training Manikins: Several training manikins are utilized by the Department staff for EMS Division training purposes.

PDA Stat Man Value ~ \$7,200

PDA Stat Baby Value ~ \$8,250

PDA Stat Head Value ~ \$1,200

Ambu Airway Intubation Trainer Value ~ \$900

Communications Devices: Each EMS unit is outfitted with a dual head mobile 800 mhz radio, dual head VHF radio and 2 handheld portable 800 mhz radios and VHF pager. These devices provide communications with other units, telecommunications, Division administration, hospital facilities and allied agencies.

800mhz dual head mobile radio Value ~ \$7,200

VHF dual head radio Value ~ \$5,000

800mhz portable radio Value ~ \$5,800

VHF pager \$600

6. Storage:

Describe your division's storage needs.

Storage is a significant need for the EMS Division. A significant number of individual items (medical supplies, medical equipment, drugs/medicines) are required for daily operations. Other items are stored for vehicle maintenance or cleaning needs. Some items require different methods of storage for the integrity of the products otherwise the shelf life is reduced. Currently bulk storage is accomplished by using several geographically separate locations. Some of the locations are climate controlled while others are not. The Division does not have 24 hour access to the location for the largest cache of supplies. We are also restricted in the quantities we can order due to storage constraints. Purchasing in larger lots should result in savings due to lower pricing and it would allow the Division to be better prepared for disaster situations, backorders/shortages like those that are currently occurring with medications. Ideally EMS Division storage would be located onsite, with restricted 24 hour access and be climate controlled. It is estimated that with 1000-1300 ft² of storage as described would meet current storage needs. Current storage locations are:

Rowan County Facilities Management Warehouse (offsite): No 24 hour access, no climate control. Items that are packaged in larger quantities including palletized are stored at this location. Head immobilizers and normal saline (iv fluids) are the most common items stored here. The lack of climate control prevents the storage of a large number of other items due to degradation of component parts made of nitrile or rubber.

EMS Station 87: 24 hour access with some level of climate control in all areas. This is the primary storage location for medical equipment and medications. Additionally, supplies such as bandages, oxygen, oxygen delivery devices miscellaneous medical supplies are stored here. A small working inventory of items stored offsite are also kept here in order to resupply substations and EMS units as needed. A few mounted spare tires of each size used by the Division are kept here in case the need arises outside normal business hours. In order to facilitate this storage plan, inventory is kept in areas designed specifically for storage, offices, living area closets and public areas.

EMS Station 85: 24 hour access with climate control. This is the primary storage location for disaster supplies and a secondary area for oxygen delivery devices. A single room is devoted to this storage.

EMS Station 83: 24 hour access with climate control. This facility is designated for the storage of bulk linen.

Atlantic Petroleum: Accessible only during normal business hours this is the primary location for tire storage. As an independent business, they will only store a small number of tires for the Division. This arrangement also restricts us to using this company for the purchase and maintenance of tires. Currently we make a large number of small purchases each year and pay this vendor for mounting, balancing and installation. With a secure area designated for tire storage, the Division could bid and purchase tires in one or more large purchases. 74 tires were purchased last year. Additionally, the contracted County Maintenance facility could mount, balance and install tires. This would likely result in a significant savings.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

We are located in a facility that also houses the NC Forestry Service on the lower level. While this is not important for the EMS Division, there is significant interaction at the Department level with this agency. The preservation of this arrangement should be a priority.

Several other agencies occupy the upper level of the facility including Agricultural Extension, USDA Farm Service Agency, USDA Conservation Services, Environmental Management and Soil & Water Conservation. With the exception of Environmental Management, which is a partner in disaster planning and response, co-location and/or its preservation is of little importance.

We are located within walking distance of the Rowan County Telecommunications Center. This is a vital link between the Division and those it serves. There is a significant need for regular interaction between Division staff and Telecommunications staff. While this geographical closeness is new due to the recent relocation of Telecommunications, it has proven to be extremely valuable.

The Rowan County Rescue Squad is located within a mile of this location. Partially funded by the County and a contract provider of EMS services as well as a designated back-up for the EMS System, the proximity of our facilities is very important. Daily, there is interaction with this agency through both operational and administrative channels. Their facility is utilized as an alternative training site when needed.

- b. What physical space relationships do the personnel listed in your Department bear to each other?

(i.e. which staff needs to be located adjacent to each other?)

Primarily the Department Administrative staff needs to be co-located. A great deal of inefficiency would exist if these individuals were not able to perform daily functions in the current manner. The current arrangement is sufficient but may be more efficient in a different configuration. The Department Chief should be most directly associated with the Division Chiefs. Each Division should then have their individual positions located as they deem appropriate. Locations of the primary staff positions: Training, Support Services and Administrative Assistant would best be determined by the Department Chief.

EMS Division operations necessitate the co-location of the EMS Division Chief and EMS Supervisor. A significant amount of daily interaction occurs between these individuals. Impromptu planning sessions, staff discipline, budgetary follow up, incident response, etc., are examples of these daily occurrences. Since the primary function of the Supervisor is Operations while the Division Chief is Administration, a degree of separation is expected allowing autonomy in both cases. Under the current layout the Division Chief resides in the back of the structure accessible when needed while the Shift Supervisor is located in the more public area of the building yet closer to the EMS crew quarters. Locating operations on one floor of the building and administration on the other would be an acceptable method of co-location with the required separation. That level of separation would likely be a positive action allowing each function to occur without unnecessary personal interference from the other as they are distinct tasks.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Division services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

It is difficult to project change in medical care long term. Patient care will continue to evolve. This will lead to the need for new/replacement/additional equipment. With changes in equipment, protocols and medical procedures the need for training and training facilities will increase.

EMS systems nationwide are transitioning to a Mobile Integrated Healthcare(MIH) model. In the MIH environment Paramedics will facilitate a portion of primary care needs. This will be accomplished by several currently unused avenues including visiting the homes of identified groups of patients to assure compliance with their individual healthcare regimens. This will create a situation where the Division will have those individuals with the primary responsibility of answering 911 calls for services and those that function by scheduling low acuity calls for follow-up. Ideally, the MIH paramedics would be the best field providers. They would also be utilized as a resource when the 911 units are dispatched on high acuity calls for service like cardiac arrest. They would function in the oversight role directing scene operations and holding ultimate responsibility for execution of the call. This model is already being practiced successfully in Wake County where they have 16 "Advanced Practice Paramedics" filling these roles.

Any additional growth within the Division will also constitute the need for additional supervisory oversight. Shift Supervisors (Battalion Chief) currently have the responsibility for 16 employees in the direct line of supervision. Under the recommendation of the National Incident Management System the maximum recommended span of control is 8 subordinates with 5 being ideal. While each shift has an Assistant Shift Supervisor (Captain) they are assigned to an EMS unit and generally only assist with administrative duties not operational oversight. Removing these individuals from the EMS unit and placing them in a quick response vehicle like the current Shift Supervisors would be a cost effective method of achieving this need. Perhaps the best solution would be to combine the MIH/Advanced Practice Paramedic role with that of Assistant Shift Supervisor.

- b. What do you foresee the space requirements being for these changes, if any?
Additional capacity for training facilities dedicated to Department and Division training. Conference Room A was used to fill the need for training space until the mid 2000's when the Division had reached capacity of that area. Auditorium space on the upper level has been utilized since that time. As referenced earlier, little to no priority is given to the Division in scheduling that space.

For monthly continuing medical education there is an average attendance of 100 individuals over 2 nights. These sessions are open to all certified prehospital medical providers in the EMS System including medical responders, telecommunicators and franchised agency employees. With the significant number of different providers from various agencies attending, a common location and time are important. There are no other facilities available that can accommodate a set date and time pattern that provides a consistent/reliable educational experience.

In addition to the needs related to the consistency of the time/location, the Division utilizes the lower level as break out areas for the monthly training. By nature most of the training is “hands on” and additional space is required to facilitate that process.

Storage for Division training aids is also needed. In addition to the aids already owned, the Division will be adding additional training aids in this budget cycle including a computerized manikin valued at nearly \$20,000. As medical procedures evolve, additional aids will be required and will require appropriate storage. Current inventory is stored on the lower level and if classes must be taken offsite, the aids must also be moved to the alternate location.

Additional space related to the growth of the MIH model begins with secured storage of response vehicles and equipment. Environmentally controlled storage of quick response vehicles is a necessity to protect the shelf life of medical supplies and medications. Likely the initial implementation of MIH would consist of 3 Paramedics working a rotation that represents a 40 hour workweek. Space for the quick response vehicle and dedicated office space would be required.

In order to address the supervisory span of control concerns, similar needs exist. Environmentally controlled storage of quick response vehicles would be a must in addition to additional living space for the Assistant Shift Supervisor that is assigned to 24/48 schedule. The location of the facility would be dictated by the division of supervisory duties. It should not be decided by that division of duties and the convenience of a location should not dictate the division of duties. The actual need would be dependent upon the implementation model.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Division for the next 5, 10, 15 years?

Basic personnel needs will be addressed in the following paragraphs.

With regard to the number of units that should be staffed, EMS staffing models vary but the results are consistent. The most commonly used formula is 1 EMS unit for every 10,000 population. The current reported Rowan County population is 138,428. With the current population the Rowan County EMS System should have at minimum 14 units in service 24/7. Currently we have 8 units 24/7 with a single resource contracted to provide 8-5 coverage. With average growth indicated by trends in the Rowan County census results 1970-2010 of 11.42% per census period, it is predicted that at minimum 2 additional units will be recommended by the year 2020.

The addition of a single EMS crew generates 12 additional positions on payroll. Full time employees account for 6 positions and then 6 part time positions are added to allow for backfill. This is the existing ratio and should be preserved as we still have occasions when we do not have sufficient backfill even at this level. As discussed in a previous section any further EMS crew addition should be accompanied by the division of supervisory duties. In order to accomplish this, an additional position would be required for each shift, as well as the appropriate number of backfill personnel.

Career Ladder that would allow compensation of the EMS Lieutenants and the addition of dedicated, compensated EMS preceptors. No new positions are required only additional pay.

Logistics Officer position to allow the supplemental duties of each supervisor and assistant supervisor to be performed by a single individual increasing efficiency in those duties as well as allowing those supervisory staff to devote more time to oversight and supervision.

Anticipated growth will be addressed as immediate and future needs in the following paragraphs. Also included are the capital expenditure (structures).

Immediate Expansion Needs(ranked in order of importance):

Rockwell EMS Station: *Through regular review of response times and patterns of calls for service it is apparent that an EMS station must be located in Rockwell. The station should be located in an area near the intersection of Hwy 52 and Hwy 152 to assure a quick response to Rockwell as well as those geographic areas surrounding Rockwell that would be served. This would reduce response times for more than 800 calls per year in the Rockwell area alone. Additionally, it would allow units from station 83 and 87 to remain available in their respective areas. This would indirectly reduce response times in those areas as well. 6 full time/6 part time*

South Rowan EMS crew: *The contract service provided by Rowan Rescue 8-5 Monday through Friday should be absorbed by the County. It could be executed in a manner similar to its current function but would better serve the citizens as a 24/7 resource. 6 full time/6 part time*

Third Salisbury Crew: *Call volumes in Salisbury already dictate the need for additional resources. This expansion has been included in a number of annual budgets. This expansion is one primarily of personnel and equipment as the facility is designed to accommodate a third crew. 6 full time/6 part time.*

Five Years and beyond (not ranked):

Cleveland Community: *The capital investment for a permanent structure in Cleveland must not be forgotten. The timing of this expenditure is not expected to occur for 5-8 years but it will be dictated by the Cleveland Community Fire Department. As a partner in the construction of the new facility that will house our permanent quarters we must be prepared to fund the project when that agency secures their funding.*

I-85 Corridor:

Located near Exit 79 or Exit 81 this station would increase service to communities that currently experience the highest average call volumes in the County. While the overall call volume is lower than Rockwell, the response times are on average longer. Also served by this expansion would be the towns of Spencer and East Spencer. By servicing these communities with resources in this area, Station 85 located in Salisbury would benefit by realizing a lower call volume as it currently services these communities. 6 full time/6 part time

West Rowan EMS Station: *EMS Station 84 is in dire need of replacement as evidenced by the description contained in this document. The current location is appropriate but the facility is not. Since opening the Cleveland station we have reduced the number of responses to the western most portion of the County so moving towards Salisbury would be acceptable.*

South Rowan EMS Station: *EMS Station 86 is an outdated facility that while placed in an acceptable location, would be better situated closer to Kannapolis and on US Hwy 29, or in an area with easy access to Hwy 29 or Hwy 29A.*

Additional EMS locations based on call volume and response times: Predicting growth patterns this far out are difficult but based on observations the following locations are recommended:

*Old Concord Road and Old Beatty's Ford Road, 6 full time/6 part time
Hwy 801 Bear Poplar area, 6 full time/6 part time*

3. Future Equipment:

What new or additional equipment should be planned for in the future?

EMS Units and associated equipment (included in the equipment list above) for each expansion equaling around \$200,000. Medical devices continue to develop and new innovative devices are evolving. The Division tends to take a wait and see attitude with a number of devices, but must move more quickly with others. Again, this is all but impossible to predict and nothing is at the forefront at this time.

4. Storage:

What new storage needs should be planned for in the future?

Tires, medical supplies, uniforms, vehicles etc. For the most part, nothing more than the storage needs discussed in the building descriptions above except we will need larger volumes of dedicated EMS Division storage.

Environmentally controlled garage space for all Division vehicles. Currently at least one spare EMS unit is stored outside in the elements. This effects the shelf life of medical supplies and medications.

5. Security:

What new security needs should be considered in the future?

As addressed earlier Station 87 needs some type of traffic and parking control in the lower parking lot. EMS stations seem to have adequate security with electronic locks and key card entry.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Motorized ventilation in the bay areas does not exist. This has been the subject of scrutiny in fire houses nationwide and will likely become a requirement in the near future.

All facilities should be designed to function fully on auxiliary power through a generator and have adequate water supply for continued operations.

Retrofitting of EMS bays for environmental controls at the stations where they do not exist.

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

The shared use areas already defined in the text above are likely those that fit our operations.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

EMS Division expansion locations should be driven by call volumes, response times and other industry metrics. The location of some EMS stations historically may have been primarily driven by the availability of real estate. While this is an important consideration, it should not be the primary reason for locating a facility.

Additionally, EMS Division personnel should continue to be heavily involved in the design of future facilities. This will ensure functional and operational need considerations are accounted for.

ROWAN COUNTY – EMERGENCY SERVICES FIRE SERVICES DIVISION PROGRAMMING WORKSHEET

Please review the following questions and provide brief answers to each. A follow up meeting will be held to review the responses. Please email responses to ssmith@adwarchitects.com

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your division and the services it provides.

The Rowan County Fire Division conducts fire code safety inspections to business', foster homes and group homes in Rowan County except the municipalities of Salisbury and Granite Quarry. Our office conducts Fire Investigations in the same area. Also assist all fire departments with any questions or concerns and act as liaison to the Rowan County Board of Commissioners. Public Education is conducted through our office as well as Plan Reviews for new and up fitting business'.

2. Personnel:

List all current personnel in your division. Give job title or position and list major duties and responsibilities for each person.

Aaron Youngblood- Division Chief
Deborah Horne- Fire Inspector/Investigator
Mark Troublefield- Fire Inspector/Investigator
Doug Stevens-P/T Fire Inspector
Tom Murphy-P/T Fire Inspector
Kevin Dennis-P/T Fire Investigator
Brian Alley-Fire P/T Fire Investigator
Bobby Burleyson-P/T Fire Investigator

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Division (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

2 Offices (12X12) that house 3 full time personnel and 5 part time personnel. Storage space is limited to these offices as well as sharing space with EMS in a small closet. Our meeting areas are the training room and small conference room that is shared with EMS.

- b. What activities actually take place in the present spaces? Plan reviews, Office space, Storage and meetings take place in our offices. If larger, we schedule time for training room or conference room. Plans are stored in adjacent copy room.

- c. Describe your division's interaction with the public. One of our main responsibilities is working with our citizens, whether it be during investigations or inspections. Citizens often visit our office with questions or requests.

d. Describe your division's need for private conferencing space. Our need for private conference is great. When questioning a suspect, it is difficult in our conference room or training room. Per our criminal training, our conference room is not set up for questioning or conference and usually has to be moved to the Sheriffs Dept or Police Dept.

e. Describe any special security needs for your division. We make it a point not to take evidence and rely on chain of custody of evidence to the law enforcement agency. There are times when custody must be given to our department. Currently we are using a locked storage cabinet. Also, our fire reports that are under investigation should always be as protected as possible. Currently, they are saved in our computer and placed in our desk drawers.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

Parking is coming to a minimum. With the growth of Rowan County Emergency Services, there are times when our personnel must park at the top of the building. It would streamline operations to have a plan review room. At times we must use the training room or conference room for laying out plans. Office space being at a minimum hinders all our employees in the Fire Division. We must wear many different hats in both offices to get the job done.

5. Equipment:

List all major equipment you use and describe its use. Computers, copiers, storage cabinets, vehicles, investigation equipment

6. Storage:

Describe your division's storage needs. Public Education materials are extremely important and currently our storage is divided between 3 places. When a need arises, we must search these areas for the right material. Our plan reviews are currently reviewed in one office and stored in the another. When we must work on our public education material, we must reserve the training room. Files that are older are also stored with our public education materials. Evidence collection materials can only be bought a small amount at a time. They are stored in our vehicles or in a locker in our office. This locker also contains public education, investigation related clothing, gloves and education material for our investigators and inspectors.

7. Spatial Relationships/ Adjacencies:

a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

We often meet and share space with Rowan County Sheriffs Dept, Planning Dept, Fire Departments and Building Department.

b. What physical space relationships do the personnel listed in your Department bear to each other? *(i.e. which staff needs to be located adjacent to each other?)*

ALL Fire Division staff needs to be adjacent to each other

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Division services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

In the short term, according to current population of Rowan County, we need 3 more full time inspectors. As the county grows, this need would grow also. At current, our offices could not handle this growth. Also, a Fire Educator is needed and would need an office. In the long term, I expect us to grow to at least 10 inspectors and more investigators. Our current space, would not accommodate this.

- b. What do you foresee the space requirements being for these changes, if any? We would need at least 4-5 new offices, meeting room and plan review room. A classroom would also help for holding meetings and conducting classes for our citizens here on site. Storage would also be needed for additional items that growth would accommodate for.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Division for the next 5, 10, 15 years? See above

3. Future Equipment:

What new or additional equipment should be planned for in the future? Vehicles, Computers, Copiers, Fax Machine, Investigation tools. Also more Protective Clothing.

4. Storage:

What new storage needs should be planned for in the future? Public Education storage where it is all in one place, uniform and protective clothing storage, plan review storage and file storage.

5. Security:

What new security needs should be considered in the future? Locked areas for our investigative equipment and personal protective/HazMat gear. Locked areas for files concerning investigations and custody of evidence.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future? Audio/visual equipment for meeting room and/or classrooms. Sound proof rooms for interviews/interrogation. Smart boards for meeting/classrooms

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use? Showers that do not exit into the hallway for both women and men. With more growth, bathrooms need to have more than one toilet and more sinks. Workroom space is needed for special projects.

Rowan County 911 Telecommunications

Rowan County 911 is a fully consolidated dispatch center that employs 39 full time employee's and 10 part-time Telecommunicators. Annual call volume for the center is around 180,000 dispatch calls per year. We handle service for all Police, Fire, EMS and after hour county services such as DSS, Health and animal control. We also handle after hours streets, and Salisbury Rowan utility services. The center does this with 8/9 people per shift. There are 4 administrative staff personnel that work Monday-Friday, all other staff members work rotating 12 hours shifts. The department is also responsible for 3 radio tower sites for the City/County 800 Trunking system along with 1,200 mobile and portable radios and their repair and maintenance. We also handle all telephone, both office and cell phone needs for the county employees as well as alpa-numeric pagers.

Rob Robinson – Director – Oversees Entire Operation

Allen Cress – 911 Supervisor – Oversees many day to day activities within the center

Terri Powlas – Administrative Assistant – Assistant to the Director handles many of the day to day administrative needs of the department.

Columbus Hawks – GIS Analyst – Handles all GIS/Mapping needs in 911, website updates, telcom resource page and other technical duties as necessary.

(A Crew)

Phil York – Shift Supervisor

Karen Lawson – Assistant Supervisor/Lead TC

Linn Sifford – TC

Lety Basinger – TC

Judy Wright – TC

Michelle Wagner – TC

T'niqua Newkirk – TC

Dawn Freeman

(B Crew)

Mike McDaniel – Shift Supervisor

Bubba Gregory - Assistant Supervisor/Lead TC

Erin Waldroup - TC

Mark Wallace – TC

Brandi Branch – TC

Carrie Huff – TC

Rebecca Wagner – TC

Jackie Yon - TC

(C Crew)

Autumn Davis – Shift Supervisor

Nena Dearth – Assistant Supervisor/Lead TC

Johnny Webb – TC

Shane Dublin – TC

Callie Pierce – TC

Jessica Stewart – TC

Sherri Chriscoe – TC

OPEN – TC

(D Crew)

Sherry Earnhardt – Shift Supervisor (D Crew)

Amy Hicks – Assistant Supervisor/Lead TC

Chad Earnhardt – TC

Jenna Mills – TC

Shayne Lori – TC

Quinton Huffman – TC

Garrick Cook – TC

TJ Latham – TC

Varena Scarboro – Floater/Prime Time

Mitzi Goodman – Floater/Prime Time

Part Time Telecommunicators

Joni Grubb

Ashley Overcash

Michelle Harris

Autumn Lozano

Tammy Myers

Todd Taylor

Seth Phillips

Davi Earnhard

Brandon Mabe

Nina Kennard

We have no specific requirements to be near any other departments.

The TC's or 911 Telecommunicators must all be in the same room! The main dispatch room must house 12 positions with a small potential for growth in the future.

Our biggest need is for immediate space to prepare a back up 911 facility. This location must be off site from the existing location in case of evacuation needs. This requirement is based on a State Mandate that must be accomplished by July 2016.

We need approximately 3,500+sq feet. Space must be adequate to accommodate 12 dispatch positions in a single room (Approximately 2,000 Sq Feet, (Current room is 2500 sq feet and houses 16 positions). We also need a network server room, an electrical room for UPS, transfer switches, etc, and at least 4 office spaces. There must also be a small kitchen space with refrigerator, microwave, stove, etc, and 2 bathroom facilities (male/female). The back up facility will be used once a month for testing and could actually become the primary dispatch center should the existing center be damages or destroyed by hurricane, flood etc. Keep in mind repair times could be up to a year or more. So although it is a back up, it must be full functional as a primary dispatch location as well.

Expected growth is about 4 new TC every 5 years, and at least 1 new Administrative Person/TRAINING OFFICER in the next 5 years.

Back up – SEE ABOVE.

Special Needs – a 911 Emergency call center deals with specialize equipment and needs. We must have ergonomic dispatch furniture, be connected to multiple networks, which requires a LOT of cabling, UPS and generator back, recording ability to record all radio and telephone traffic, radio console equipment etc. PLEASE do not assume! If you have question concerning space, please contact me.

NORTH CAROLINA DEPARTMENT OF PUBLIC SAFETY - ROWAN COUNTY

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The NC Department of Public Safety, Division of Adult Corrections, is charged with supervising sentenced misdemeanants and felons in the community. Probation and Parole Officers protect the public safety by helping offenders learn to live within the law. They supervise offenders' activities in the community and ensure their compliance with court orders and sanctions. Probation is a period of court-ordered community supervision of an offender imposed as an alternative to imprisonment. Post Release Supervision and Parole are forms of supervision in the community after an offender has completed a prison sentence. Probation Officers are trained in the legal system, counseling techniques, drug identification, case management, handgun safety and qualification, defensive protection, personal conduct etc.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Catherine Combs – Judicial District Manager. Manages staff in District 19A which includes both Rowan and Cabarrus County. Responsible for the fiscal, operational and personnel needs of the District.

Ollivia Dye – Administrative Office Assistant. Works in the District Office and is responsible for assisting with running the operations of the District

Scott Idol – Assistant Judicial District Manager – Assists Judicial District Manager in managing the District

Meredith McSwain – Probation Parole Officer assigned as a Field Services Specialist to train new hires in how to be probation officers.

Charlene Locklear, Sylvia Warren, Pam York, vacant CPPO, Dawn King, Alice Lawson – Chief Probation Officers in Rowan County – these are direct line supervisors for the probation officers. They ensure that the PPO's are supervising the offenders according to Department policies and procedures.

Gracie Balknight and vacant OAlll position – Office assistants in Rowan County. They are the support staff to the probation officers and chief probation parole officers. They enter probation judgments into our system, stock supplies, answer phones, greet public etc.

Nathan Burluson, Kacie Chavis, Timothy fonville, Mavis Byrd Marshall, Katie McSwain, Dan Spicer, Valerie Ward, Seth Berkshire, Brian Cummings, Jaquetta Ingram, Pamela Jones-Fowlkes, Nicholas Paier, Mark Rustin, Laura Stracuzzi, Joshua Barrier, Yolonda Brooks, Patrick Carter, Phillip Gilmore, Thomas Hart, Adrienne Rush, John Bringle, Titirah Brown, Mattley Byerly, Robert Jackson, Amy Johnson, Frank Mazzaro, Clint Simpson, Tara Tucker, Ashley Alley, John Blazer, Samantha Browning, Michelle Eastman, Jalil Kendall, connie McLaurin, Roberto Munoz, Taren Bumgarner, Unique Johnson-Glen, Enjoli Pettice, Justin Rogers, Don Tucker (40 PPOs) – Probation Officers in the District charged with supervising offenders in the community.

Janet Ruffin, Michelle Hicks, Carmen Beck, Kellie Sturdivant, Stephanie Dummet – Judicial Service Coordinators (JSC). They complete all intake for those offenders placed on supervised probation. They also supervise those offenders ordered to complete community service as part of a probation judgment or suspended sentence.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

Our staff is housed in 3 locations in Rowan County – Judicial Services is housed on the 3rd floor of the courthouse in what used to be a “round courtroom”. Each staff member is housed in a cubicle. There is no security for them or reception lobby area. Offenders sentenced from Court are told to report to the 3rd floor for intake to a lobby that is shared with Juvenile Services

Offices at the Crawford Building have 2 Chief Probation Officers (CPPO's), 14 PPO's and an OAIII. This space includes a lobby for offenders. There is no meeting space. There is an area in the hallway of the probation officer's offices that is recessed that holds a copier and fax machine. There is a room that stores the officer's lockers which is where they keep their safety equipment i.e., weapons, pepper spray, vests etc in the lockers. There are 2 rooms which house all of our closed files on offenders (confidential) that have to be maintained locally for 5 years before they have to be taken to Raleigh. There are 3 bathrooms. 2 for staff and 1 for offenders (where we do drug screenings). All offices in this space are small to average except for the CPPO offices and 3 of the offices are actually smaller than what the state requires (106 square ft.). This location shares a space with a local attorney, Guardian Ad Litem, and an eye Doctor. There is no room for more personnel. This location is semi- secured. 10 of the offices are behind a security door and cannot be accessed by the general public or offenders unless accompanied by staff. 4 of the offices are outside of the secure area and offenders and general public have access to this location.

Offices at 125 E. Kerr St house 4 CPPO's, 1 OAIII, 26 PPO's and 1 FSS Probation Officer. Offices at this location are average sized and for the most part fit the space requirements. This building is not owned by the county. The county leases this space from John Schofield. There is a training/meeting room in this space that the landlord does not include in the square footage that he charges the county. There are 2 lobby areas for offenders and a computer room for offenders to complete their assessments in. The lobby and computer room are not secured. All other space in this location is secured and offender/general public can only access accompanied by a probation officer/staff. There is a locker room where each officer keeps their safety equipment (weapon, pepper spray, vest etc.). There is a janitorial supply room that also has our electronic and data equipment housed in it. There is a supply room off of the offender computer room that is not in our secured space. However, the door to that room is locked. There are 5 bathrooms in that location (2 offender – utilized for drug screening, and 3 for employees). Hallways and recessed areas house copiers and some sinks.

- b. What activities actually take place in the present spaces?

Supervision of offenders which includes counseling, searches of offenders for drugs, weapons or contraband, and arrests.

- c. Describe your department's interaction with the public.

Interact with families of offenders, other resource agencies, law enforcement, judicial system, employers, treatment providers etc.

- d. Describe your department's need for private conferencing space.

All information that is shared with a probation officer is considered confidential regarding an offender and should not be discussed by anyone. A Court Order is needed to share confidential information.

- e. Describe any special security needs for your department.

For the safety of our support staff and officers each offender should be escorted to their PPO's office by staff. We currently have steel doors in several locations that require a key or release. Judicial Services staff have no security other than what is offered by the courthouse at their entrances. They do not have a safe location and need security.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)

It doesn't hinder or enhance.

5. Equipment:

List all major equipment you use and describe its use.

Complete officer safety packages which include weapons, vest, handcuffs, radios, phone, flashlight. State owned vehicles for each officer (sedans)

6. Storage:

Describe your department's storage needs.

Are required to keep confidential files for five years on each offender. We currently have 2414 offenders being supervised in Rowan County. We also need storage for office supplies and paper.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

We need to be close to where the Courthouse is because officers are called to court at any moment. Also, we are constantly serving papers on inmates at the jail and having parole hearings at the jail.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

All staff need to be together as much as possible due to safety concerns and the frequent transfer of offenders between officers for various reasons (balancing caseloads, movement of offenders)

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years+) which may affect facility requirements?

The Justice Reinvestment Act has, in essence, put the supervision of offenders back into the communities instead of sending them to prison. This has in turn, placed more of the offender population back into local communities to be supervised. We have received 7 new positions in Rowan County just this year due to the high caseloads of our current officers. I foresee this current trend to increase over the next 5-10 years with the possibility of receiving up to 2-3 supervisors (CPPO's), support staff, and I would estimate 10-15 more Probation Officers. Over the long term, I estimate up to 50 positions will be needed.

- b. What do you foresee the space requirements being for these changes, if any?

They would all need to conduct business in a confidential environment.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

This upcoming year, 2015 we are getting 7 new probation officer positions. I believe that we will also receive a supervisory position in addition to those 7 positions. In the next 5-10 years, I estimate we will need 10 more positions on top of that due to the population growth expanding from Charlotte (bringing more offenders to this area).

3. Future Equipment:

What new or additional equipment should be planned for in the future?

4. Storage:

What new storage needs should be planned for in the future?

We would need to be able to increase our confidential file storage by at least 25% over the next five years as well as office supply storage

5. Security:

What new security needs should be considered in the future?

We currently utilize a wand to "swipe" everyone coming into our secured areas. They may be a need for a walk through security system.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Would like to have a training/meeting space where all data equipment can be utilized (such as powerpoint presentations, laser presentations, and any audio/visual capabilities are available). Since we drug screen offenders, would like a bathroom in each location that is large enough to hold specimens in a small refrigerator, plus an area in the bathroom that we can check specimens (counter space) with testing strips.

7. Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

A break room for all staff and conference/training/meeting room for all staff to share and utilize. Presently the space we have is not big enough for this manager to meet with all staff at one time in this county.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

ROWAN COUNTY – CLERK OF SUPERIOR COURT

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The Clerk's Office handles all paperwork that comes through the court system, from Estates (wills), Criminal, Civil, Bookkeeping, etc. All paperwork and files. We also deal with the public in every office.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

I have 39 staff members, 8 Assistant Clerks and 31 Deputy Clerks, working out of 4 different offices. Duties and responsibilities too numerous to list.

3. Physical Facilities / Operations:

a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

- 1. Criminal Division – serves 19 employees. 2 staff serve the public where there is also a public terminal for public and attorneys to use. Also a room with copy machine for office, attorneys, probation and others to use, plus filing cabinets lining the walls. Don't know exact size, but it's too small.*
- 2. Estates has 3 employees, but I need a 4th but can't because of no space. They need privacy handling estates but have none. Everyone hears everything everyone is talking about. No privacy. Also the office has Estate files, copy machine where attorneys and others come in and use (too small).*
- 3. Bookkeeping, Juvenile and Cashier – There are 5 employees in the offices. Space OK for now.*
- 4. Civil – 11 employees including my office. It contains counter for public to come into, copy room, judgment room with 2 public terminals and small break room.*

b. What activities actually take place in the present spaces?

Employees work at their desk and other duties.

c. Describe your department's interaction with the public.

Each office deals with public.

d. Describe your department's need for private conferencing space.

Estates needs privacy. We are supposed to provide private space for public to fill out domestic violence paperwork, but don't have that. Juvenile Office needs privacy and she has it now.

- e. Describe any special security needs for your department.

Cashier's Office security needs, presently they have it. I'm required to have a locked evidence room, which I have, but is too small.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? *(This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)*

They are fine the way they are.

5. Equipment:

List all major equipment you use and describe its use.

We have public terminals, copy machines, fax machines, postage machine, computers on every desk.

6. Storage:

Describe your department's storage needs.

Storage is a problem because we are required to keep files from 2 to 60 years depending on the file. I presently have the basement containing 7 rooms full of files.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

We need to be near courtrooms, DA's offices and Judges' offices (near means same location).

- b. What physical space relationships do the personnel listed in your Department bear to each other? *(i.e. which staff needs to be located adjacent to each other?)*

As long as they are at same location (Bldg.)

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

My employees are based on our case load. We are told by AOC when we get new employees. I have gained at least 6 new employees in last 5 years. The more the crime, deaths, filings, the more staff I receive. When you get more staff, you need more space; desk, computer, etc. Our case load (filings) continue to go up each year. With that more storage is needed.

- b. What do you foresee the space requirements being for these changes, if any?

Basically the whole Clerk's Office is too small and we need more space, some areas more than others.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

3. Future Equipment:

What new or additional equipment should be planned for in the future?

4. Storage:

What new storage needs should be planned for in the future?

5. Security:

What new security needs should be considered in the future?

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

To: Todd Wyrick, Chief Magistrate
ADW Architects

FROM: Steve Blount, Magistrate

RE: Programming Worksheet
Magistrate's Office- Rowan County

Existing Services and Facilities

1. **Introduction:** The Rowan County Magistrate's Office is open 24 hours per day, seven days a week and serves various functions as follows:
 - a. Works directly with law enforcement officers (LEOs) to issue arrest and search warrants.
 - b. Processes people who have been arrested (defendants) generating copies of the arrest documents (warrants, orders for arrest, magistrates' orders, etc.), and release orders, etc. Setting bond levels and determining probable cause to issue charges. Explains the charges, process, and bond amount to the defendant.
 - c. Works one-on-one with members of the public to determine probable cause and then to issue private arrest warrants and criminal summons.
 - d. Accepts sworn testimony concerning mental wellbeing and then issues involuntary commitment orders as needed.
 - e. Accepts payments for cash bonds, payment of child support, etc.
 - f. Performs civil marriage ceremonies.
 - g. Answers phone calls requesting information on outstanding warrants, criminal procedures, bond amounts, contact numbers for other departments, etc.
 - h. Manages access to Magistrate's Office Building via a video monitoring system, motorized gates and remote controlled door locks.
 - i. Collates and delivers all paperwork and monies generated each day to the cashier and Clerk of Courts Office.
 - j. Miscellaneous contact with the public on a wide variety of issues as the only government office open 24 hours per day.
 - k. Presides over Small Claims Court and Administrative Court in the main courthouse facility.
2. **Personnel**
 - a. Office now authorized for nine magistrates, one of whom serves as the Chief Magistrate who does scheduling.
 - b. Current scheduling allows for:
 - i. Six of the magistrates to work alternating 24 hour shifts
 - ii. Two of the magistrates to work alternating 2nd shifts to allow meal breaks for the 24-hour magistrates and to provide two magistrates in the office during rush hours
 - iii. One magistrate works Small Claims and Administrative Court and also works a 2nd shift on certain days
3. **Physical Facilities / Operation**
 - a. The Magistrate's Office is currently housed in a renovated cinderblock building with interior spaces divided by stud and sheetrock walls. (1) The front or main entrance to the building brings you into a Lobby Space (12'6"x 14'0") that includes two glass teller windows to allow the magistrates to talk to the public about their issues. This Lobby

space is also used to preform weddings. (2) There is a door leading from the Lobby into a Central Hallway (24'8" x 4'8") that divides the two semi-private Magistrate's Offices, and leads to the defendant holding area toward the back of the building. The hallway also includes credenzas down one side that hold our copier, fax machine, coffee makers, microwave and toaster ovens. Paper, toner cartridges and other supplies are stored in the credenzas. (3) At the end of the hallway on the left is a uni-sex Bathroom (6'6" x 8'6") that is also used for personal storage, cleaning supply storage and the sink for dish cleanup. (4) At the end of the hallway there is a door that opens into the defendants Holding Area (22'0" x 14'6"). Defendants and LEOs enter through a fenced area outside into this room through an outside door and are held in this area while their charges are being reviewed and paperwork prepared. There is a small bathroom in the corner of this room. (5) Behind the holding area at the very back of the building is a Fingerprint and Report Preparation Room (22'0" x 9'0") where defendants are processed before being taken to the jail or released. (6) & (7) On either side of the main hallway are the two semi-private Magistrate's Offices (east 23'4" x 7'8" and west 17'6" x 8'6"). Each office is equipped with a desk, computer, printer and several work surfaces where the magistrates research each case and prepare the paperwork for each defendant. The office on the west side of the building has its teller window opening into the front lobby while the east office has its teller window, that both magistrates use, opening into the defendant's holding area. The east office has a door which opens into a (8) small room (7'8" x 14'0") that has the second teller's window opening into the main lobby. This room also has a daybed and recliner that magistrates use to take naps during slow times late at night. It also has a refrigerator and file cabinets for personal and form storage.

- b.** Most of the basic space usages are explained in (a) above. Of concern might be the mixed uses forced by the poor layout of the building and overall space limitations.
- i.** The entrance lobby is used as the main point of egress and is also where the public speaks to the magistrates through the teller's windows. This can often be a problem as the room is small, people are sitting and waiting for various reasons, and thus there is no privacy for conversations with the magistrates. This space is also used to preform weddings and no one else is allowed in the Lobby during the 15-20 minutes it takes to perform a ceremony.
 - ii.** The main hallway doubles as an office equipment and break area. The hallway is relatively wide so this is not a serious problem.
 - iii.** The small room described in (8) above is barely large enough for the furniture and appliances it holds and can only be utilized for one use at a time.
 - iv.** The holding area is wide open and offers no segregation of violent and/or sick defendants from younger or other types.
 - v.** The magistrate's offices offer no real privacy as they have teller's windows open to either the lobby or holding areas.
 - vi.** Cleaning dishes next to the toilet is unappetizing and unsanitary.
- c.** Magistrates interact with the public in various ways as follows:
- i.** The general public talks to the magistrates through the teller windows, giving sworn testimony in preparation for taking out private charges or involuntary commitment papers.
 - ii.** LEOs usually meet with the magistrates in the magistrates' offices to swear out warrants, take out search warrants, etc.
 - iii.** LEOs and defendants talk to the magistrates through a teller's window between the holding area and the east magistrate's office.

- iv. Sometimes a magistrate will go into the fenced area outside of the west magistrate's office to speak to an unruly defendant secured in an LEO's car. A magistrate might occasionally go to the jail across the street to deliver information to a previously detained defendant.
 - v. The magistrates spend a great deal of time on the phone speaking to a variety of people about a variety of issues.
- d. Magistrates should be able to have conversations with members of the public in at least semi-privacy as they explain sometimes very private issues such as the details of a sexual assault or the reasons for committing a family member to psychiatric care. Telephone calls should be private and now can't be due to teller's windows and LEOs circulating in the various spaces. Officers swearing out warrants are often in earshot of defendants or members of the public.
 - e. Security of our facility is of utmost concern due to the nature of our clientele and the emotional nature of the situations we deal with on a daily basis. Access to the building is monitored with cameras mounted outside of the building at various points and also in the building in the holding room and front lobby. A multi-screen monitor is located in each of the two magistrate's offices and access to the front door, holding area exterior door and two gates accessing the fenced in area are controlled via magnetic locks by the magistrates. Several panic buttons are located in the facility to notify ??? in case of an emergency. Additional magnetic locks would be helpful (lobby to hallway and hallway to holding area) and an additional camera in the fingerprint room would be helpful. Response drills for the panic buttons would be prudent just to make sure they work and to judge response time.
- 4. Physical Facilities Character:**
- a. As indicated initially, we are housed in a renovated concrete block building that was originally used as a restaurant. A recent renovation and furnishings upgrade certainly helped but our operation cannot carry much of an air of judicial class and reserve without expansive additions to meet space needs and architectural renovations to change our outward appearance.
 - b. Our location in relation to other departments with which we interact hourly is critical, however, and thus a move to a new location just to provide additional space or a better appearance would be counterproductive. Magistrates are independent judicial officials and thus we cannot be located in a position where we seem to become a part of the Sheriff's or DA's offices. And yet we need to be close enough to the Sherriff's Office and the Salisbury Police Department to facilitate the hourly interactions with their staff. We need to be close to the jail (where we send most of the defendants who come before us) and the courts (where many of our defendants originate.) We need to be in a location central to Rowan County to facilitate our duty to provide 24-hour access to all citizens and law enforcement agencies.
- 5. Equipment:**
- a. The overall office includes a fax, copier, fingerprint machine and various food related appliances.
 - b. Each of the two magistrate's offices within the structure include a computer terminal, printer, telephone system, security monitors, intercom system (to outside doors, gates, etc.) and a TV for use during slow periods. We also keep a set of law books in each office for reference.
- 6. Storage:**

- a. Private storage and storage for office supplies is limited and is scattered through the facility into any space available. A central storage room or rooms would certainly be nice but is not a severe problem at this point
- 7. **Spatial relationships/ Adjacencies**
 - a. While the magistrate's office has contact with all of the law enforcement agencies throughout Rowan County on a regular basis we have daily if not hourly interaction with the court system, clerk's office, DA's office, Sheriff's Department, Salisbury Police Department, and probation. These offices are currently located within walking distance of each other and we share a common parking lot. This close proximity is important to our efficient operation.
 - b. It is helpful if the two magistrates on duty are in close enough proximity to allow spoken communication as required.

Future Services and facilities

- 1. **Changes in Department Structure**
 - a. Video conferencing has recently been initiated to allow some interaction between LEOs and the magistrates without the LEOs needing to come to the magistrate's office. There is an ongoing study looking into regionalizing some services but this will likely be used in smaller counties and will have little impact on higher volume counties like Rowan.
 - b. Even if fully implemented, our space needs would not change appreciably.
- 2. **Growth/Changes in Personnel**
 - a. Staffing is based on keeping the office open 24/7 with some extra staffing during peak times. Unless a major increase in criminal activity occurs, I don't foresee any additional staffing requirements. If additional staffing was required to, for example, provide three active magistrates during peak times then an additional magistrate's office would be required.
- 3. **Future Equipment**
 - a. Other than updating current equipment, I can't think of any additional equipment that might be added.
- 4. **Storage**
 - a. In our current facility we use every available space for storage of office supplies and personal materials. If a new office space were provided in the future, designated spaces of adequate size should be planned for these uses.
- 5. **Security**
 - a. Additional cameras are needed in several locations to prevent "blind spot." Two additional electric door locks (hallway to holding and hallway to lobby) would allow more efficient operation. Better outdoor lighting would be helpful.
- 6. **Special Needs**
 - a. As mentioned in text above
- 7. **Shared needs**
 - a. As mentioned in text above

Miscellaneous Comment/Concerns

- 1. It is worth reiterating that our constant interaction with various other agencies (jail, court system, clerk's office, DA's office, Sheriff's Department, Salisbury Police Department, and probation) makes it imperative that we and these other agencies remain located in close proximity to each other. As the Detention Center and Court Building are located in downtown

Salisbury, it only makes sense that we remain in this general vicinity. Facility plans done in the late 1990s as the current court facility was being completed foresaw a day when an additional multi-story jail pod would be built to the west of our facility (where the gravel parking lot is today), a multi-story parking deck would be built to the east of our facility (where the current paved surface parking lot is located), with our new and expanded facility located between these new structures. Some thought was given to either closing Liberty Street to allow infill building to meet future court and office space needs and/or providing an overhead bridge for inmate/defendant transfer from court and jail to and from the magistrate's office. The County purchased what was known as the Crawford Medical Building located north of our building and it is being used for probation's office space. There are other private parcels of land in this same block that could be purchased by the County to meet future growth needs of the criminal justice system.

ROWAN COUNTY – GUARDIAN AD LITEM

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The Guardian ad Litem Program is a volunteer based Program appointed by the court to independently investigate cases of child abuse and neglect and make recommendations to the court as to the children's best interests. To that end, we recruit, train and supervise community volunteers who become the voice of the children in court and monitor their cases until the children to whom they are assigned find permanence.

Volunteers and staff, visit the children and attend meetings with the Department of Social Services and other community agencies that are involved in the children's cases. Volunteers and staff attend court weekly and meet periodically to staff case issues. In-service trainings are also offered to the volunteers in order to keep them up to date on topics that are related to their work with children and families and to inform them of program and court issues as well. Office staff hold periodic meetings and luncheons to support the volunteers in the difficult work that they do.

Staff and interns gather and store information on each case for both the Program and the Attorney Advocate. Volunteers submit reports that are reviewed and edited as needed by both office staff and the Attorney Advocate as well.

Office mail is delivered to the courthouse and is picked up twice a day.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Lissa Pence is the Program Supervisor for the Program. Mrs. Pence supervises all cases and manages volunteers, and interns within the office. She recruits and trains volunteers with the aid of other trainers who she also supervises. She provides opportunities for further training for volunteers and manages the day to day office activities. Her duties also include interfacing with community agencies with whom the Program partners and attending court weekly to support the volunteers and the Attorney Advocate.

Jodi Livengood is the Program Assistant for the GAL Program. Mrs. Livengood provides office management and is the main recruiter of volunteers for the Program. She handles all pre-service duties involving the volunteers including but not limited to background checks, reference checks and interviews with potential volunteers. Mrs. Livengood sets up training sessions and conducts training sessions as well. Mrs. Livengood also provides awareness of the Program through the media, speaking engagements and print materials and any other publicity outlets.

Susan Ervin is the GAL Attorney Advocate. Ms. Ervin represents the children assigned to the GAL Program. She works in conjunction with each volunteer as their cases are heard in court. Ms. Ervin meets with and supports the volunteers as needed with legal advice in their cases. She is responsible for case preparation for court as well as witness preparation including volunteers.

Elaine Morris is the District Administrator. Ms. Morris is responsible for oversight and staff supervision in both the Rowan and Cabarrus offices. She is also responsible for volunteer recruitment. Ms. Morris meets periodically with staff and volunteers in the Rowan office.

The GAL Program relies on the help of interns to aid in the day to day clerical work in the office. Their duties primarily involve but are not limited to, filing, retrieving, sorting and handling mail, copying, answering phones, faxing, typing, scanning, and making calls on cases as needed. Interns also act as volunteers for the Program and help in any pre-service needs the Program Assistant may have. The office sometimes has two interns at once.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

The GAL office is currently comprised of three office spaces (one of which doubles as a break room/kitchen and another that doubles as a waiting area), one work area, and one conference room. We also have two restrooms and a very small room with a sink. We have one main storage closet and an electrical closet that allows for minimal storage. We also have a dead-end hallway that contains a bookshelf and bulletin board.

The office entry doubles as an office and waiting area. It is approximately 22'-6" x 14' - 2" and includes a sofa, love seat, coffee table, side table, three side chairs, several real and artificial plants and two desks.

The second office is approximately 11'-2 x 17'-8" and acts as both an office and a break room due to the presence of the refrigerator and microwave. This room also has a desk, bookshelf storage boxes (due to a lack of file space) and a side chair. The storage closet is located in this office as are five 2' x 4' file cabinets. A bathroom is off of this office.

The third office is utilized by the Program Supervisor. It is approximately 11' x 18". The office contains two desks, a meeting table with four chairs, a bookshelf and one four drawer filing cabinet. There is also a bulletin board.

The conference room is 12'-5" x 17'-8" This room includes two, eight foot folding tables, one, four foot folding table, a small work table, a white board, bulletin board, a bookshelf, free standing storage closet, TV stand with a TV and CD player, an easel, and eight chairs.

The small room with a sink off of the conference room is 6' x 5' and contains a counter and sink with storage below.

The work area doubles as a hallway and file room. It is an "L" shape and is approximately 5'-10" x 19'-3" on one side and 12'-8" x 5'-5" on the other side. This area contains a work counter that measures ??? x ?, four drawers, fax machine, copier, ?? file cabinets, a small work table with storage and several boxes.

The main storage closet is approximately 2' x 4' and has 4 shelves. The floor is utilized as well.

The electrical closet is approximately 3' x 6' and has four shelves. The floor of this closet is used as well.

b. What activities actually take place in the present spaces?

As mentioned above, the first office acts as both an office and a waiting area. Our Program Assistant utilizes this space. Ms. Livengood handles her day to day activities here utilizing her computer with dual screens, telephone, a scanner, and printer. She greets office visitors, meets with volunteers, and interacts with the interns. If Ms. Livengood is out of the office, this space is also utilized by one of two interns. This space is used as a waiting area and sometimes a meeting area with office visitors.

The second office is utilized by the Attorney Advocate to review files, make calls, meet with volunteers, and store files. It is also used by interns when the Attorney Advocate is out of the office and by volunteers who need the computer to type court reports. This area is used as a kitchen for breaks and for food storage/preparation when an office event calls for refreshments. Office supplies are stored in the main storage closet in this area.

The third office is utilized by the Program Supervisor. Ms. Pence conducts her day to day work in this area with the help of a computer with dual screens, a printer and telephone along with reference materials. Ms. Pence spends a good deal of time on the computer and telephone, meets regularly with volunteers, interns, staff, trainees, and occasionally, other community partners.

The conference room is utilized for training classes for new volunteers, in-service trainings, interviews of potential volunteers, community partner meetings and volunteer appreciation events. It has also been used for Christmas parties, and other types of large gatherings some of which were catered events. During training sessions, a television and/or CD player might be used as well as the white board and easel with charts. We also sometimes use a laptop and digital projector to make presentations with Power Point or online material. One of our conference room walls doubles as a projector screen. Trainers and trainees need to be able to move around the room as our training is interactive. The tables in this area are also used for sorting large amounts of records and paperwork.

The small room with a sink is actually more like a closet. It is used for storage of paper products (paper plates, cups, napkins, utensils, etc. for events that call for refreshments (i.e. training classes, in-service training, volunteer appreciation events, etc.). It is also used for clean-up and food rinsing.

The work area is used for copying, filing, collating, faxing, sorting records and file information as well as supply and file storage.

The main storage closet houses office supplies and other office items such as carrying cases for recruiting events and a step stool.

The electrical closet houses not only the electrical panels and phone line equipment but also doubles as storage for Christmas decorations and extra equipment.

The bathroom off of the second office is used for utensil/serving item clean up after events.

c. Describe your department's interaction with the public.

The GAL Program meets with members of the community who are interested in becoming a volunteer. Most of those people call before coming but we occasionally have people who seek us out

and walk in to talk about the Program. Sometimes parties involved in our cases come by the office to discuss issues with the case. We also interact with parties from other agencies.

- d. Describe your department's need for private conferencing space.

Due to the nature of our work, confidentiality is of extreme importance. Juvenile matters, especially those involving embarrassing and/or serious criminal matters, by law, must be handled with the utmost of privacy. We deal in confidential court matters that are not public record.

- e. Describe any special security needs for your department.

Due to the nature of the work that we do, it is not uncommon for parties to be angry with our volunteers and staff. Parents who have lost custody of their children to the court system are understandably stressed and sometimes upset. Many of the parties in our cases suffer from mental illness and can be very unstable. Since we deal with cases involving domestic violence, we are often involved with people with serious anger issues and lengthy criminal records that many times involve violence. Our entrance door remains locked so that we can screen visitors to the office if need be. A doorbell is, therefore essential as is a glass door for ease of viewing the identity and demeanor of the person at the door and anything that they might be carrying. Visibility is also important when leaving our office so that we can see who we might encounter.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)

Close proximity to the courthouse is essential as we are in and out of it daily, usually multiple times. Our mailbox is located in the courthouse and we have court hearings weekly, sometimes more often depending upon the case. Our court reports are delivered weekly to the attorney's and Judge's mailboxes and we interface with the Clerk of Court's office regularly for time stamping materials and for gathering court records.

We are limited by the size of our training room in the number of people that we can accommodate for many of our functions. Ideally, the room would accommodate at least 15 to 20 people seated at tables with room for instructors and to move in our interactive training sessions. Since we are a volunteer based Program, volunteer appreciation is an important function of retaining our volunteers. We have, therefore, events involving larger groups of 30 to 45 people.

When using the conference room for presentations that involve a laptop and digital projector, an Ethernet connection would be helpful instead of having to run a long cord from another office.

Parking can be an issue for our volunteers and visitors, especially during the morning hours when court is in session.

Our Program uses a large amount of paper for reports and records. There is not enough storage closet space to store boxes of copier paper and empty boxes that are saved for shred material. They are, therefore, stored under the work space counter and on the floor near the file cabinets.

When sorting or collating papers, it is necessary to utilize the conference room as the counter space in the work area is not large enough to handle more than several stacks of papers as it is not as deep as the average countertop. The fax machine takes up work space.

The close proximity of the first office and that of the Program Supervisor allows for communication between the Program Supervisor and the Program Assistant both visually and auditorily. The Program Supervisor also has a line of sight with the front door in order to see anyone outside of the door in need of entry. This is especially important when other staff members are not present and the Program Supervisor is alone in the office. Due to the nature of the work that we do and for safety, it is important that Office Staff be able to see anyone requesting entry. Our current glass entry allows for a line of sight with anyone in the vestibule area which is also important when a female staff member works late and must leave after dark alone.

Having several office spaces helps with the different positions that need work space at one time. It would be helpful, however, if the spaces could be separated into more individual use spaces (i.e. eliminate the need for an office space to share with the break room/kitchen).

Having two bathrooms is helpful during training sessions and larger meetings and gatherings.

5. Equipment:

List all major equipment you use and describe its use.

Depending upon your definition of "major," we have the following:

Our copier is used for most of our copying needs which are many. Each week, we produce as many as 12 or more reports for court hearings that involve as many as nine parties. Copies of all court reports must be made for each hearing. We also utilize a large amount of records in our work which must be copied for case parties and our volunteers and attorney.

Two laptop and one desktop computers with single and additional monitors are used by staff daily in pulling together multifaceted reports and documents.

Desktop printers are used on all desks for printing emails and other essential documents for cases.

The fax machine gets frequent use in the transmission and receipt of records.

Our scanner is necessary for transmission of reports and records in some cases.

A refrigerator and microwave are needed for events that require refreshments.

6. Storage:

Describe your department's storage needs.

Storage is needed for general office supplies, paper products, serving trays and baskets for events involving food items. The staff also have some few lunch and snack type items to store. During training sessions, storage is needed for cases of soft drinks, water and snack items.

A great deal of storage is also needed for both active and inactive files. Our Program is required to retain all case files until the last child in the case reaches the age of 21. The same holds true for our attorney's files as well.

We have some, but not a great deal of Christmas decorations.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

We do not have any space relationships to other County Departments.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

As mentioned previously, it is very helpful for the Program Supervisor and the Program Assistant to have a line of vision to each other and to be able to talk but have private spaces when needed for meetings.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Due to state budget cuts, I do not foresee any changes on the horizon or beyond that might affect the facility requirements.

- b. What do you foresee the space requirements being for these changes, if any?

None

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

If the budget constraints were lifted, it is feasible to imagine up to two more staff members being added to our office but that would be closer to the 10 to 15 year range.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

None come to mind.

4. Storage:

What new storage needs should be planned for in the future?

With changes in technology, one could imagine a possibility of the need for less storage.

5. Security:

What new security needs should be considered in the future?

None come to mind.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

There is a need for an Ethernet connection in the conference room.

7. Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

We are currently “share using” all of those things.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

ROWAN COUNTY – DISTRICT ATTORNEY

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The duties of the District Attorney's Office include, but are not limited to, the following: prosecution in the name of the State all criminal matters (felonies, misdemeanors, infractions) in the superior and district courts; preparing the superior court and grand jury calendars; advising law enforcement; case preparation and review; coordinating court appearances for victims, witnesses, including expert witnesses, and law enforcement officers; preparing and obtaining court orders and subpoenas; securing interpreter services when needed; notifying victims of case status and disposition; providing referrals to outside agencies for victims and witnesses; assisting victims with paperwork involving restitution; accompanying victims and witnesses to court; creating and maintaining files; running criminal and driving records; meeting with victims and witnesses for case preparation; confirming the issuance and service of subpoenas; preparing and distributing discovery materials; drafting indictments; preparing structured sentencing worksheets and evidence orders; locating victims and witnesses.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Our office is currently comprised of ten (10) attorneys, one (1) administrative assistant, four (4) victim/witness legal assistants and one (1) investigator that carry out all of the duties and responsibilities listed above.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

Meeting Space: *Our office has limited meeting space available. Due to the size of some of our offices, attorneys cannot meet with more than one person at a time, which results in continuous use of our only conference room. In addition, pursuant to N.C.G.S. 15A-825(5) and 15A-832(d), one of our office's responsibilities, "whenever practical, is to provide a secure waiting area during court proceedings that does not place the victim in close proximity to the defendant or the defendant's family." Other than our conference room, the only other available waiting area for victims is in the public hallway outside of our office.*

Storage Space: *We have a small storage space for some files, equipment, a microwave and a small refrigerator which is located in the public hallway. We have a larger storage space located in the basement of the courthouse, which is not convenient for staff to relocate or retrieve files when needed.*

Copy Workroom: *We have a small copy/fax/printer open work area, which is located directly in front of several offices; making it difficult to hear when the equipment is running.*

Breakroom: *We do not have a breakroom.*

- b. What activities actually take place in the present spaces?

See answer to question #1 above.

- c. Describe your department's interaction with the public.

See answer to question #1 above.

- d. Describe your department's need for private conferencing space.

Extremely necessary and important as outlined in answer to question #3 (a) above. Since a large percentage of our cases involve victims of crimes, members of our staff must frequently meet with victims and witnesses. We also routinely meet with law enforcement officers to discuss their investigations. It is quite common to need to meet with multiple individuals at the same time, but our current office layout and resources severely limit our ability to do so.

In addition, our office handles numerous cases involving child victims each year. Unfortunately, the only secure waiting area we have is in our conference room. It would be beneficial if our office was afforded a child friendly room so that our child victims would be in a more comfortable environment when having to disclose the unspeakable sexual and physical abuse inflicted upon them.

- e. Describe any special security needs for your department.

Extremely necessary and important to ensure that our staff, due to the nature of our work, has appropriate safeguards in place. We are the people that are standing up in court and asking a judge to send criminal defendants, who may have a violent history, to prison.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)

Due to the nature of our work and having to be in court on a daily basis, it is vital that we remain in the courthouse.

5. Equipment:

List all major equipment you use and describe its use.

We currently have a TV, Elmo, projector and screen that have to be moved to a courtroom when needed. We also have lap top computers to take to court when needed.

6. Storage:

Describe your department's storage needs.

See answer to #3 (a) above.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

We share a hallway with the district court judges' offices.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

We currently have four staff members that are across the hallway from our main office. We one staff member who has an office in another part of the courthouse, which is not conducive for the staff member to meet with victims, witnesses or law enforcement officers or to use the copier/fax when needed. This staff member is essentially isolated from the rest of our office.

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

See answer to question #7 (b) above. At this time, we do not have any additional space to accommodate future staff, nor do we have any additional space to follow the statutory recommendations outlined in N.C.G.S. 15A-825(5) and 15A-832(d) to provide a secure waiting area for victims during court proceedings.

- b. What do you foresee the space requirements being for these changes, if any?

We need additional office space for staff that is within our office and additional conference room space to meet with victims, witnesses and law enforcement officers and to provide a secure waiting area.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Depends on the allocation of staff by the NCAOC, along with any grants that may be awarded.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

We are in need of technology to be used in superior court for jury trials. This would eliminate our staff from having to constantly transport equipment to and from the courtroom.

4. Storage:

What new storage needs should be planned for in the future?

Additional storage space for files and equipment.

5. Security:

What new security needs should be considered in the future?

Due to security concerns, many district attorney's offices throughout the state have implemented a glass partition and/or secured doors separating them from the general public.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

It would be helpful to have a conference room that is equipped with the ability to support the same technology that is needed in superior court.

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

All the above.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

(1) Due to the proximity of our office's main door and the fact that it is a "half door", a person standing in the public hallway may be able to hear confidential conversations that are taking place within our office.

(2) In order to go to court, our staff has to walk through the public hallways where criminal defendants and their families are gathering. Typically our staff is carrying court files and/or equipment with them. Many other courthouses throughout the state have secured hallways and elevators for courthouse personnel to use.

(3) Our staff is afforded assigned parking spaces that are adjacent to public parking and the probation/parole offices. While the location of the parking lot is convenient to our office, we routinely have criminal defendants and their families walking by our vehicles as we are getting in and out of our vehicles. In addition, we routinely have people that ignore the reserved parking sign and park in our assigned spaces. It is our opinion that the parking lot needs to be secured.



State of North Carolina
 General Court of Justice
 19th Prosecutorial District

COPY

BRANDY L. COOK
 DISTRICT ATTORNEY

ROWAN COUNTY JUSTICE CENTER
 232 NORTH MAIN STREET
 SALISBURY, NC 28144
 PHONE: (704) 797-3010
 FAX: (704) 797-3129

May 27, 2014

Mr. Gary L. Page
 Rowan County Manager
 130 West Innes Street
 Salisbury NC 28144

Re: *Courthouse Space*

Dear Gary:

In light of the recent meeting concerning courthouse space and expansion, I want to formally request a room for our office's permanent use. Pursuant to N.C.G.S. 15A-825(5) and 15A-832(d), one of our office's responsibilities, "whenever practical, is to provide a secure waiting area during court proceedings that does not place the victim in close proximity to the defendant or the defendant's family."

Our office handles numerous cases involving child victims each year. Unfortunately, the only secure waiting area we have is in our conference room. This is also the same room where my staff has to meet and interview child victims. If our office had a child friendly room, I believe that our child victims would be in a more comfortable environment when having to disclose unspeakable sexual and physical abuse. I have enclosed an article where the Mecklenburg County DA's Office was able to bring their vision to reality.

I feel confident that if our office was afforded a secure room in the courthouse for use with our child victims, the cost would be minimal. I believe that I would be able to obtain local artists to paint the room and other non-profits, such as Prevent Child Abuse and the Terrie Hess House Children's Advocacy Center, would also assist if needed.

I would like to discuss this request at your earliest opportunity and I appreciate your consideration.

Sincerely,

Brandy L. Cook
 District Attorney

ROWAN COUNTY – SENIOR RESIDENT SUPERIOR COURT JUDGE – DISTRICT 19C

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The Sr Res Superior court Judge is the chief Judicial Official of our district and is responsible for all administration of the Courts, preparing master Court Calendars for terms of criminal and civil court each year, setting the civil calendar for every civil term, granting/denying requests for civil case continuances, selecting mediators in civil cases, ordering civil cases to mediation, requesting additional and special terms of court from the Administrative Office of the Courts, requesting additional jury pools, assigning courtrooms for civil and criminal trials, reviewing and drafting orders on prisoner petitions(Motions for Appropriate Relief), preparing civil and criminal local rules, appointing and reappointing Magistrates, holding terms of civil and criminal administrative sessions, reviewing and approving or disapproving search warrants, approving matters in estates and minor settlements, signing all of the orders and probation orders arising from civil and criminal court(voluminous), as well as presiding over civil and criminal trials and accepting guilty pleas, hearing probation violations and sentencing criminal defendants.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

Trial Court Administrator who assists with civil calendars, mediation, types all of the civil and criminal orders, which I dictate, serves as the "gatekeeper" to the Sr Res Judge, retrieves and distributes all mail and correspondence for the Sr Resident, coordinates with the Administrative office of the courts for sessions of court as directed by the Sr Res, and tracks me down (when I am out of county in court) for the signings of search warrants and other time sensitive orders.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

A 2 office suite with one unisex bathroom. My trial court coordinator occupies one office- I have the other. Small meetings are held in my office- larger meetings are held in jury room for courtroom 6- no breakroom or workroom or closet(a closet would have been nice!)

- b. What activities actually take place in the present spaces?

Meetings with attorneys, meeting w Law enforcement officers to review search warrants, meeting w Probation officers re modification of probation, meeting w DA and Assistant Das re court scheduling and operation of Criminal court, meetings w other Judges re conflicts in scheduling and court rooms, meetings w other Judges re modification of local rules. A great deal of my time is spent in the office on weekends dictating orders, reviewing and ruling on prisoner petitions, and reviewing and signing

orders, probation violations, approving writs for prisoner transportation, meeting w Sheriff and clerk re court security.

- c. Describe your department's interaction with the public.

My interaction with the public is greatest when holding court(civil and criminal) and walking to and from the courtroom from my office-. Because my office is so hard to find and is difficult to access by the public, we have very few who wander in. However, I believe that the office should be much more accessible to the public than it is now (the mailman cannot even get to our office to deliver mail)!!!!!!! It is impossible for an attorney or anyone wishing to meet w me or come to my office to obtain entry unless the trail court administrator or I walk down 3 flights of steps to let them in or unlock courtroom 6 and meet them in the hall outside that courtroom--Or meet them on 2nd floor outside DA office and walk them upstairs through security codes .Access to the Sr Resident's office is problematic and time consuming for both myself and my assistant. I feel strongly that the current access is unacceptable -- - to any who seek to meet w me or just to drop off orders or other legal documents- much less the mail!!!

- d. Describe your department's need for private conferencing space.

Private space is an absolute because of the sensitive matters that are brought before me, but my office and a closed door are more than adequate,

- e. Describe any special security needs for your department.

We need to be secure,since there are only 2 of us maximum, in the office and no one else is on the 3rd floor the majority of the time—however, security should be addressed by good planning, NOT isolation and inaccessibility, recognizing that the Sr Res is a public elected official to whom the public should have access.. Again, we should not be running all over the courthouse to let people in-

4. Physical Facilities “Character”:

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings)

I have addressed the unacceptable isolation and inaccessibility of my office in previous answers. . The physical location of my office-in a separate building from the superior courtroom, means that to get to and from the courtroom from my office I must walk through a public hallway crowded with people(waiting to be called to child support and other courts) sitting on the floor and milling about- not just a few –normally 20 to 30- this walk comes after walking down a flight of steps and stepping over people sitting on the steps. Visiting superior court judges also walk through the same gauntlet. Frankly, this is quite dangerous and is the worst and most unsecure situation I have encountered in any courthouse in which I have held court. I I fear for the safety of our visiting Judges, as well as for myself. I served as the Chief district Court Judge for 9 plus years and while I had, as the current judges do now, a short walk down a flight of steps from my office to the district court rooms, the D courtrooms are in the same building , not in a separate building , reducing the security concerns. Also, some of our visiting superior court Judges are handicapped and or unable to walk up the 3 flights of stairs to my office from the parking lot-or to get to the superior courtroom without many security problems—not sure we are ADA compliant- As an aside, superior court judges rotate on a 6 month schedule-which means that we have a different superior court judge assigned to our county every 6 months)—The current parking situation for the Visiting superior court Judges and all Judges for that matter, is in a wide open parking lot, across the street from the judicial center without gates or any type of controlled access. Because superior court Judges travel , we

carry a great deal to and from our cars- computer, bench books, jury instructions, court filings-, unpacking the car ,and then walking across a public street loaded down with our “stuff” is a prime opportunity for someone to do mischief to us, The parking should be secure,controlled access and unaccessible to the public. and out of the public view. Unfortunately, the public ignores the private signs in the parking lot, and park in the reserved spaces with the result that when the visiting Judge arrives, the space is taken- (See Union county for great and secure parking and entry to the courthouse –or onslow or meck etc) Also, the Grand Jury Room is too small-the Grand Jury in the past 2 years has requested a larger space. Ample space exists in that area to allow them a bigger Grand Jury room,but will involve relocating an office or 2 which is probably the reason nothing has happened,

5. Equipment:

List all major equipment you use and describe its use.

In my office and courtroom-computer- in courtroom audio-would be great to have remote access to defendants in jail or at annex for arraignments, waivers/appointments of counsel, and other admin matters. I believe we have the equipment, but it is not hooked up?? Remote equipment would save the Sheriff's Office, time and money used to transport prisoners for perfunctory matters and would enhance security,while also alleviating the down time we encounter in superior court waiting for prisoners to arrive,

6. Storage:

Describe your department's storage needs.

The storage capacity in my office is more than adequate-space for general statutes, bench books, pattern jury instructions etc-

7. Spatial Relationships/ Adjacencies:

a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

None other than general court functions and availability to law enforcement for search warrants etc

b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

Obviously, the Trial court Administrator needs to be adjacent to the Senior Resident, since she is the only support staff I have and she fields all telephone call etc- and has to meet anyone who wishes access to let them in-

Future Services and Facilities

1. Changes in Department Structure/Services:

a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

With the litigious nature of our society combined with an increasing population, I can envision the need for more court and additional courtrooms to handle increased filings and criminal charges,

- b. What do you foresee the space requirements being for these changes, if any?

See above and below

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

Because the caseload of superior court in our county continues to grow, I anticipate that we will likely be assigned an additional superior court Judge and the support staff person who might come with that position. The Legislature appears to be interested in studying caseloads in judicial districts and perhaps reallocating resources (Judge positions) from districts that are overstaffed. . It is imperative that we maintain an available office and space for these positions on our floor and in our "tower". I Believe it is wide and prudent to have all Judges (Superior and District) in close proximity to each other and their support staff. And for the District Attorneys offices to be similarly configured.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Additional computer and telephone availability for new Judge office—as well as copy machine..

4. Storage:

What new storage needs should be planned for in the future?

Possibly space for additional general statutes books, bench books, and pattern jury instructions—however, since much of this is available online, the need for bookspace will continue to diminish,

5. Security:

What new security needs should be considered in the future?

Same as above

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Although not electrical, we should continue to make our courthouse and courtrooms more accessible to those with disabilities9not sure a wheel chair even fits in the main elevator—As presently constituted, -the one small elevator to the 2nd floor is inadequate for the entire courthouse- and forces jurors to ride up to the superior courtroom with defendants, or families of those charged-not good-

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

WE need more and convenient parking for jurors, employees of the court system, law enforcement, and the general public . Our current juror parking is a block away from the courthouse and does not take into account elderly or disabled jurors attempting to walk that distance. Many forget that jurors are doing their civic duty and missing work to do so- we should make their service as painless as possible – whether it be through convenient parking, easy access to the courthouse and courtroom or comfortable accommodations while serving- Also, the transport of prisoners to Superior court down the back hall passing by and in front of by the Superior Court jury rooms and judges chambers is unsafe and disconcerting , as well as time consuming-not sure if holding cell near the courtroom is being utilized since 4 or 5 prisoners are brought to court at the same time-----just food for thought- In closing, it is imperative that the 2nd floor hall of DA and Dist court Judges offices remain open since that is the most and only)accessible way to gain entry into our offices.

ROWAN PUBLIC LIBRARY PROGRAMMING WORKSHEET

Please review the following questions and provide brief answers to each. A follow up meeting will be held to review the responses. Please email responses to ssmith@adwarchitects.com

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

Rowan Public Library is the public library service for all of Rowan County. Currently the library operates in four facilities. The headquarters library is in Salisbury. In addition to regular library services at headquarters, RPL operates a family history and genealogy center at its current location. The Frank T. Tadlock South Rowan Regional Library is located in China Grove. The East Branch Library is in Rockwell. A small honor system library operates in Cleveland. The library also operates three mobile library services out of library headquarters.

The library's mission follows below.

Responding to its Vision of "A knowledgeable, progressive, diverse, and economically vibrant Rowan County," the Rowan Public Library has identified its Mission as:

"Inspiring the spirit of exploration and the power of imagination, promoting the joy of reading, and supporting the life long pursuit of knowledge for all people."

Accordingly, the Library must respond to a diverse client base by providing a complex mix of information services in a variety of formats. Clearly, the Library will continue to build its collections and deliver its services to respond to that wide-ranging demand.

In so doing, the Library will focus on seven areas of emphasis in developing special efforts and concentrating its resources.

- **Beginning with Children.**
- **Supporting Lifelong Learning and Enriching Lives.**
- **Supporting Economic Vitality.**
- **Democratizing Access to Information Technology.**
- **Connecting with Our Customers.**
- **Developing Libraries as Community Cornerstones.**
- **Providing Programmatic and Fiscal Stewardship.**

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

See Attachment

3. Physical Facilities / Operations:

Library Headquarters (Please see the attachment for library door counts and collections counts)

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

Library Headquarters serves as the main library for Rowan County. The approximate square footage is 46000 square feet. The current facility opened in 1988 and was designed to serve Rowan County for 20 years. Headquarters library spaces are generally acceptable at this time with two notable exceptions the local history and genealogy section and storage space. **Please see the attachment with a complete space needs assessment for local history and genealogy.** Library storage at headquarters is diminished by current storage space being used by the Board of Elections as a one stop voting facility. In addition large areas of headquarters storage is being used to house local history and genealogy collections. Parking at library headquarters is inadequate with 100 spaces. Three mobile services currently operate out of library headquarters. The office space and storage space for these services are severely limited as they have expanded greatly since 1988. The upper floor of the main building was designed to be expanded as part of the original construction.

- b. What activities actually take place in the present spaces?

Traditional library services as well as system wide processing and administration.

- c. Describe your department's interaction with the public.

As a public library our interaction with the public is essential and extensive.

- d. Describe your department's need for private conferencing space.

Conference space for the public is a large part of library service. Current conference space consists of two meeting rooms at library headquarters and three small study rooms. The largest of the meeting rooms (Stanback) accommodates 100. The second largest (Hurley) will accommodate 50. Conference space is also used for library programming. Currently summer reading program attendance exceeds the capacity of library meeting space at headquarters. Conference space for staff meetings and evaluations is also needed. Currently library headquarters has sacrificed some of the spaces originally designed for this function to local history and genealogy.

- e. Describe any special security needs for your department.

Video surveillance is need throughout the facility. Currently only a small area is covered.

Local History and Genealogy Research Library

See Attachment

East Branch Library

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

The East Branch Library (approximately 10,000 square feet) opened in 1982 and was designed to serve the community for 20 years. In 2007 a major renovation was completed that has extended the life of the facility. It however is now at capacity again. Library administration and the library's strategic plan call for the expansion or replacement of this facility. A facility of 20,000 square feet would serve the public in this area for 20 or more years.

- b. What activities actually take place in the present spaces?

Traditional library services

- c. Describe your department's interaction with the public.

As a public library our interaction with the public is essential and extensive.

- d. Describe your department's need for private conferencing space.

Conference space is essential to the library's operation. This facility has only one space that seats approximately 100 available. No space for employee conferences is available at this location.

- e. Describe any special security needs for your department.

Video surveillance is need throughout the facility. Currently only a small area is covered.

Frank T. Tadlock South Rowan Regional Library

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

The South Rowan Regional Library (24,000 square feet) opened as a new facility in 2004. It was designed to for a life span of 20 years before needing expansion. The site was developed so that an addition could be easily added if needed.

- b. What activities actually take place in the present spaces?

Traditional library services

- c. Describe your department's interaction with the public.

As a public library our interaction with the public is essential and extensive.

- d. Describe your department's need for private conferencing space.

Current conference space includes a meeting room for 100 and a small space for 8. Offices also contain private space for employee conferences etc. Current space is adequate will be adequate into the distant future.

- e. Describe any special security needs for your department

Additional security cameras are needed in the parking areas.

West Lending

- a. Describe the present physical facilities used by your Department (*Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.*)

The entire facility is less than 200 square feet and serves as a location for a deposit collection that is circulated on the honor system. Library administration and the library's strategic plan recommend a branch library of approximately 10,000 square feet be considered in the Cleveland area.

- b. What activities actually take place in the present spaces?

Honor lending service.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? (*This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings*)

All of the library locations are in excellent condition. The locations are also central to our business and work well in relation to other county buildings.

5. Equipment:

List all major equipment you use and describe its use.

General office equipment including photocopiers, printers, etc.

6. Storage:

Describe your department's storage needs.

The library has large collections of materials available to the public. Please see the attachment for library collections.

Local History and Genealogy collections continue to grow a faster rate than general collections as they are not weeded like popular collections.

Storage of withdrawn and donated materials is essential to library functions. Currently space for this type of storage is limited.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

The Board of Elections uses two of our locations for early voting.

At Headquarters a large area is dedicated year round to this function.

- b. What physical space relationships do the personnel listed in your Department bear to each other? (*i.e. which staff needs to be located adjacent to each other?*)

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

The library will begin acquiring larger numbers of materials in digital formats.

- b. What do you foresee the space requirements being for these changes, if any?

Larger amounts of library materials will be delivered in digital formats which require no space to shelve, but require server space and additional bandwidth.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years? Growth of personnel is expected to be low during the period of time listed.

I would anticipate hiring of less than 15 additional staff during the time period.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

Maker space equipment such as 3 D printers should be considered.

4. Storage:

What new storage needs should be planned for in the future?

The East Branch library is in need of additional storage as original storage space was renovated into the children's library.

5. Security:

What new security needs should be considered in the future?

Additional Security cameras at all locations are needed particularly to monitor parking areas.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

Outdoor performance spaces are important to children's' programming in library services. Only the South Rowan Regional Library has a space for this activity currently and it is very limited. Original plans for the South Rowan Regional library included an amphitheater that could seat approximately 200. We would like to complete the original plan. In addition small outdoor performance spaces should be planned for headquarters and the east branch. Each should be designed to seat a minimum of 50.

7. Shared Needs:

What shared or "common" needs, such as toilets, break rooms, conference rooms, and workrooms (*copier, fax, etc.*) can you identify that staff could share use?

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

Library parking at headquarters is inadequate due to parking the high volume of business and parking encroachment by local churches and businesses. I would recommend that Rowan County lease the entire parking area across from the library for library and county government parking.

In addition co-location of the Local History and Genealogy Library with the Register of Deeds in the First Bank Building which is directly in front of the headquarters library has been discussed. The Chambers trust has expressed interest in leasing the facility to the library for this purpose. It the county decided to take this option any addition to the library headquarters could be delayed for another 10-15 years. The



Register of Deeds has also expressed interest in this proposal as it would take care of many of his office needs as well.

Rowan Public Library

Staff by Position

South	
Cain, Dara	Librarian I
Collins, Sandra	Library Page
Creamer, Marissa	Librarian I
Cress, Joan	Librarian Associate I
Horne, Charlene	Librarian Associate I
Howle, Robert	PT Librarian Associate I
Isenberg, Deborah	Library Page
Lytle, Marian*	Library Services Manager
Miller, Janice	PT Librarian Associate I
Miller, Kelly	Librarian Associate I
Misenheimer, Joellen	PT Librarian Associate I
Notarius, Amy	Librarian I
Pierce, Ramona	PT Librarian Associate I
Staton, Frances	PT Librarian Associate I

Children's	
Bloom, Pam	Librarian Assistant
Bowie, Ashley	PTB Librarian Associate I
Jones, Robert	Librarian Associate I
Oleen, Melissa	Librarian II
Ruffy, Victoria	PTB Librarian Associate I
Thorbergson, Pat	PTB Librarian Associate I
Welch, Jane	Children's Outreach Program Supervisor

Tech. Service	
Gaston, Beverly	Office Assistant IV
Griffith, Beverly	Librarian Assistant
Hirst, Edward	Librarian II
Smith, Sydney	Library Page

East Branch	
Everett, April	Librarian I
Foster, Tammie	Librarian Associate I
Rose, Emma	PTB Library Associate I
Shue, Holly	Library Page
Teague, Shearin	PT Library Associate I
Wilson, Chris	Librarian Associate I

Administration	
Goldston, Genia	Office Assistant III
Hall, Jeff*	Library Services Director
Nance, Pamela	Administrative Secretary
Yokley, Dennis	Maintenance Mechanic II

Computer Lab	
Magana, Alena	PT Library Assistant
Thurston, Gardiner	Librarian Associate I

History Room	
Brill, Amanda	PT Library Associate I
Cockerl, Jeffery	PT Library Associate I
Morgan, Anne	Librarian Associate I
Witt, Gretchen*	Librarian II

Circulation	
Bevis, Spencer	PT Library Assistant
Brooks, Carolyn	Library Page
Castle, Kristi	Librarian Assistant
Jarman, Rachel	PT Library Assistant
Jefferies, Sherri*	Librarian Associate II
Latimer, Lois	Library Page
Nance, Terrance	Librarian Assistant
Owen, Cynthia	PT Library Assistant
Page, Judy	Librarian Assistant
Parks, Jennie	Library Page
Raymer, Lisa	Library Page
Rusher, Paula	PT Library Assistant
Van Vorst, Laura	Librarian Assistant

Reference	
Birkhead, Paul	Librarian I
Ervin, Joyce	Librarian Associate I
Greene, Tara	Security Officer
Houck, Robert	PT Security Officer
Hyde, Rebecca	Librarian I
Kosin, Erika	Library Services Manager
Middleton, Betty	PT Librarian I
Nicholson, Jennifer	Librarian I

Rowan Public Library

Position Descriptions

Administrative Assistant V

Staff : Pam Nance

Extremely responsible clerical work including supervisory responsibility which involves interpreting and analyzing a volume of procedural and substantive guides to determine a proper course of action in relieving the department director of a variety of routine administrative matters. General supervision is received from the department director, who reviews work through observation and periodic consultations. This class is differentiated from the Competitive Service level IV classes by the complexity and responsibility of work performed.

Children's Outreach Program Supervisor

Staff: Jane Welch

Paraprofessional supervisory work involving the oversight and operations of the Stories to Go Bookmobile, Stories to Go to Home Child Care, and the Books to Grow Programs to promote early literacy for children. Work is performed under the supervision of a Librarian, who reviews work through regular observations, periodic conferences, and analysis of work performed.

Librarian I

Staff: Dara Cain, Marissa Creamer, Amy Notarius, April Everett, Paul Birkhead, Rebecca Hyde, Jennifer Nicolason, Betty Middleton

Beginning level librarian work requiring the application of professional library techniques. Employee may supervise the daily operations and services of a library branch. Work is performed under the general supervision of a Library Services Manager, and is reviewed through observation, periodic conferences and analysis of work performed

Librarian II

Staff: Melissa Oleen, Edward Hirst, Gretchen Witt

Professional work as a librarian involving library techniques in one or more phases of library service. Employees manage an assigned division of the library that includes Children's Services, Information Technology, or Local History/Genealogy. Work is performed under the general supervision of a Library Services Manager, and is reviewed through observation, periodic conferences, and analysis of work performed.

Library Assistant

Staff: Alena Magana, Spencer, Bevis, Kristi Castle, Rachel Jarman, Terri Nance, Cyndii Owen, Judy Page, Paula Rusher, Laura Van Vorst, Pam Bloom, Beverly Griffith

Varied clerical work of moderate responsibility within the Public Library system. Supervision is received from a Library Associate or Librarian, who reviews work through periodic conferences, observation, and analysis of work performed.

Library Associate I

Staff: Joan Cress, Charlene Horne, Janice, Miller, Kelly Miller, Joellen Misenheimer, Ramona Pierce, Frances Staton, Tammie Foster, Emma Rose, Shearin Teague, Chirs Wilson, Gardiner Thurston, Ashley Bowie, Robert Jones, Vicki Rufty, Pat Thorbergson, Amanda Brill, Jeffery Cockerl, Anne Morgan, Joyce Erin, Robert Howle

Paraprofessional work in a specialized unit of the main library and/or one of the library's branches. Work is performed under the general supervision of a Librarian or Library Associate II, who reviews work through regular observations, periodic conferences, and analysis of work performed

Library Associate II

Staff: Sherri Jefferies

Paraprofessional supervisory work involving the operation of the Circulation Services area of the Rowan Public Library. Work is performed under the supervision of a Librarian, who reviews work through regular observations, periodic conferences, and analysis of work performed.

Library Page

Staff: Sandy Collins, Deborah Isenberg, Holly Shue, Carolyn Brooks, Lois Latimer, Jennie Parks, Lisa Raymer, Sydney Smith

General clerical type work in the library consisting of limited complexity which follows well established procedures.

Library Services Director

Staff: Jeff Hall

Highly responsible professional and administrative work in directing the County library system. A high degree of initiative and judgment are necessary, as is competence in public relations work. Work is performed under general supervision of the County Manager and the Library Board of Trustees and is evaluated by analysis of progressing achievement and through periodic conferences.

Library Services Manager

Staff: Erika Kosin, Marian Lytle

Professional work as a librarian involving planning, organizing, and directing a division of the library. Work is performed under the general supervision of the Library Services Director, and is reviewed through observation, periodic conferences, and analysis of work performed.

Maintenance Mechanic II

Staff: Dennis Yokley

Skilled work in the performance of a wide variety of building maintenance and repair tasks of County-owned buildings. Although the work requires the use of journeyman's tools and responsibility for operation in several of the craft fields, the skill required in any one field may be less than that which would be required of a journeyman in the field.

Office Assistant III

Staff: Genia Goldston

General clerical work requiring knowledge of office practices and procedures and the ability to communicate effectively with the public. Supervision is received from an administrative supervisor superior who reviews work through periodic conferences and analysis of work completed.

Office Assistant IV

Staff: Bev Gaston

Highly responsible clerical work involving making independent decisions on problems encountered within the assigned work. Supervision is provided by an administrative superior, who reviews work through periodic conferences and analysis of work performed. This class is differentiated from level III classes by the complexity and variety of work performed.

Security Officer

Staff: Tara Greene, Robert Houck

Responsible work in maintaining safety and security of the public, staff, and facilities. Supervision is received by a division supervisor and work is evaluated by observation and conferences with employee.

**ROWAN PUBLIC LIBRARY SYSTEM
STATISTICAL REPORT
JUNE 2014**

DOOR COUNT	Two Year Comparison		Cumulative Totals	
	June 2014	June 2013	July 2013- Jun-14	July 2012- Jun-13
Headquarters	22,505	18,554	201,666	223,418
Stories-to-Go	50	0	4,944	6,606
Outreach	305	274	3,653	4,028
South Branch	6,236	8,153	74,288	92,837
East Branch	4,079	5,765	57,018	67,538
Total	33,175	32,746	341,569	394,427

USER REGISTRATIONS	Two Year Comparison	
	June 2014	June 2013
All Registered Users		
Total Adults	57,508	56,821
Total Juveniles	21,553	23,862
Total Users	79,061	80,683
Users Added This Month		
Adults Added	302	-236
Juveniles Added	295	170
Total Users Added	597	-66

Library Collections All Locations

ITEMS ADDED	Two Year Comparison	
	June 2014	June 2013
Items Added This Month	1,165	1,101
Total Library Items	282,657	284,154

HQ 232,586
 South 55,422
 East 24,649

Rowan Public Library

2014 Library Management Space Needs Study Notes:

History Room:

- Double the existing square footage of 4264 feet. The current footage includes annex storage.
- Larger rare book room: Currently the square footage is 221. We need at least double that amount as we anticipate adding additional material in the next two years.
- Processing area for preservation of materials. Need approximately 300 square feet.
- Climate control environment for storage of rare materials
- Additional parking

Please note: The Register of Deeds' office has expressed an interest in sharing space with the History Room. One possible location is the empty bank building adjacent to the Salisbury Post parking lot across from the Headquarters Facility. Building is owned by the First Presbyterian Church.

Headquarters:

- Parking: note History Room relocation to bank building would solve this issue because additional parking would.
- Storage Space: note, currently library vehicles cannot use the garage as it is currently used for storage

Main Building:

- Group and individual study rooms due to demand
- Increase patron seating: see increased door count and utilization of wireless service
- Stories To Go and Children's Resources area should be relocated adjacent to the Children's Room
- Outdoor Performance Space
- Larger auditorium for in-house and community use
- Full service kitchen for community events adjacent to the auditorium
- Improved handicapped accessibility to the meeting rooms
- Increase video surveillance inside building especially children's room
- Install exterior video surveillance.
- Larger glass enclosed/sound proof teen area

South:

- Exterior Surveillance
- Outdoor performance area

East:

- 10,000 square foot addition to include
 - Increase seating
 - Larger Children's area

- Instructional Lab Area
- Study Rooms
- Elevator
- Staff lounge with full Kitchen for meeting room
- Staff Office/work areas on both floors
- Storage
- Family Bathroom for Children's
- Storage, Storage, Storage
- Improved video surveillance
- Exterior surveillance

Westward Expansion

Needed: 10,000 square foot full service library branch to replace current honor system lending library located in a refurbished 1800's era structure less than 200 square feet. This location has limited hours, no study space, meeting room, internet or computer capabilities.

Potential Location: Third Creek Station the only retail center in the western/ northwest area of the county.



**Rowan Public Library
Major Projects and Service Expansion Plans 2015-2020**

West Branch Library

Projected Cost: \$ 2,200,000 (Construction and Land Acquisition)
\$ 700,000 (Initial Collection Cost 35,000 items)
\$ 258,000 (Annual Operating Cost including staffing, utilities, supplies and library materials)

Length of Project: 2 years

Time Frame: Fiscal Year 2018

Project Description/Need:

The Rowan Public Library seeks to build a West Branch library to serve this currently underserved population of the county. Currently, west Rowan residents must travel to Salisbury or China Grove to seek library services—or do without.

LSTA funding for up-graded technology for a new or expanded location is likely to be available. Currently these grants require matching funds of 25%. Currently, no state or federal funding is available for library construction; however, support is now gathering in the congress to provide funding for this type of project.



**Rowan Public Library
Major Projects and Service Expansion Plans 2015-2020**

Amphitheater for South Rowan Regional Library

Projected Cost: \$250,000

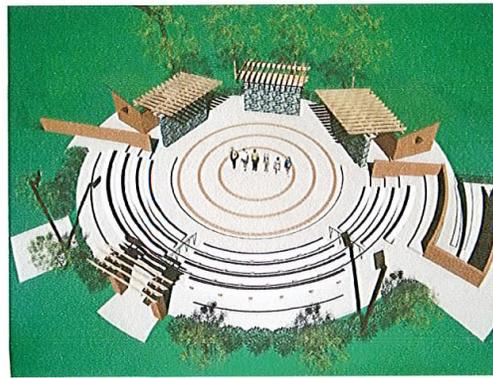
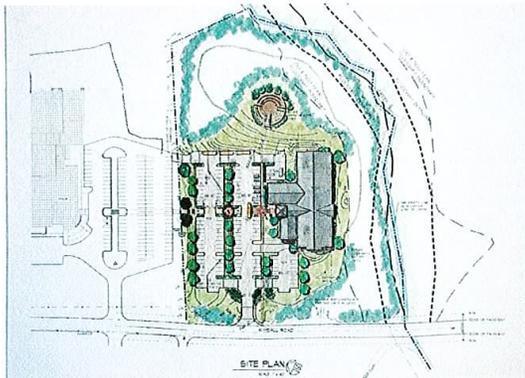
Length of Project: 1 year
Time Frame: Fiscal Year 2019

Project Description/Need:

The building program for the South Rowan Regional Library originally included an amphitheater on the grounds. Even though funding was included for the project in the budget, it was cut as a part of larger county budget cuts.

The need for this structure still exists. The summer reading program for children could greatly benefit from this facility. In addition, all of South Rowan would benefit from an outside performance space that could be used for theater, music, and civic events.

Additionally, this space could be used as a main stage for Godstock and similar festivals.





**Rowan Public Library
Major Projects and Service Expansion Plans 2015-2020**

East Branch Library Expansion

Projected Cost:

\$3,200,000 (Construction and Land Acquisition)

\$ 250,000 (Additional Annual Operating Cost including staffing, utilities, supplies and library materials)

Length of Project: 2 Years

Time Frame: Fiscal Year 2017

Project Description/Need:

While the 25-year old East Branch Library has served the community well, it has outgrown the existing facility, even with recent renovations. Collection space is at maximum capacity and public seating space is minimal and cramped. In spite of the facility limitations, the library is very well used. Current children's program have at times exceeded the space available which has resulted in children and parents either being turned away or standing in the hall-way for events.

The expanded library would be developed as the county's second regional library, to better serve the growing population in eastern Rowan County. Expansion of the East Branch Library would include property acquisition either adjacent to the facility or elsewhere.

A fund-raising campaign led by community leaders would likely provide some of the furnishing cost.

LSTA funding for up-graded technology for a new or expanded location is likely to be available. Currently these grants require matching funds of 25%. Currently, no state or federal funding is available for library construction; however, support is now gathering in the congress to provide funding for this type of project.





Rowan Public Library
Major Projects and Service Expansion Plans 2015-2020

Expansion or Relocation of the Local History/Genealogy Room

Projected Cost: \$3,000,000 (Construction/Acquisition/Retrofitting)
 \$168,000 (Annual operating cost including staffing utilities, supplies and library materials)

Length of Project: 2 years
Time Frame: Fiscal Year 2020

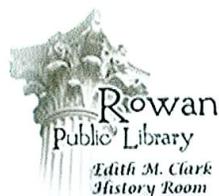
Project Description/Need:

Our history and genealogical collections have grown significantly over the years, to over 25,000 books, 3,500 microforms, and 850 linear feet of manuscript files—outgrowing its existing space of 3500 feet. We also continue to collect dozens of journals, old newspapers, maps, historical materials from local organizations, and important local records. Although we have an excellent collection of pre-1900 material on Rowan County, with existing space, we lack the ability to expand the holdings to include more modern historical documents.

The local history and genealogy room has recently received the research collection of noted genealogist Jo White Linn, including over 1,500 volumes and all of her research notes. We continue to collect other invaluable material that is vital for those conducting historical and genealogical research. Collection growth over the past 14 years averaged 780 items per year. Currently nearly 1,000 items are added per year.

Unlike other library collections, materials that are organized in the history room are kept indefinitely for future research needs. This has required off site storage, making it sometimes difficult to access these materials when needed. Even after an interim expansion several years ago, the history room will again reach capacity within the next year.

An expansion will allow space needed for collection growth, additional computer and microfilm research stations, much needed additional public seating, and staff work space. Projected space needs calls for a total of 10,000 square feet. Expanding the History Room will allow us to continue to offer our community, as well as researchers nationwide, unique materials about Rowan County and its people. It will also allow the local history and genealogy room to expand on its ability to serve as a regional research facility. If the history room is relocated to another downtown location, it would allow for the headquarters library to continue to grow as needed.



Rowan Public Library

Witt, Gretchen B.

From: Hall, Jeff A.
Sent: Friday, May 29, 2009 8:57 AM
To: Witt, Gretchen B.
Subject: History Room space needs.doc

COLLECTION SPACE NEEDS

<i>MATERIALS</i>	<i>PRESENT HOLDINGS</i>	<i>10-YEAR GROWTH</i>	<i>SQUARE FEET</i>	<i>20-YEAR GROWTH</i>	<i>SQUARE FEET</i>
[1] Books (288 v/shelf unit; 24 sf/shelf unit)	22,000	32,000 v (111 units)	2,664	42,000 v (146 units)	3,504
Periodicals (12 pers/shelf unit; 12 sf/shelf unit)	71	96	96	120	120
Microfilm (18 sf/cabinet)	6 cabinets	11 cabinets	198	16 cabinets	288
Pamphlet material (15 sf/file cabinet)	6 cabinets	8 cabinets	120	10 cabinets	150
[2] Manuscript files (18" base depth; 12 sf/shelf unit; 18 lf/shelf unit)	1,020 LF	1,860 LF (103 units)	1,236	2,700 LF (150 units)	1,800
Map case (15 drws/case; 35 sf/case)	1 case	2 cases	70	3 cases	105
Audiocassette cabinet (15 sf/cabinet)	1 cabinet	2 cabinets	30	3 cabinets	45
TOTAL SQUARE FEET			4,414		6,012

PUBLIC SEATING SPACE NEEDS

<i>TYPE OF SEATING</i>	<i>CURRENT SEATING</i>	<i>10-YEAR GROWTH</i>	<i>SQUARE FEET</i>	<i>20-YEAR GROWTH</i>	<i>SQUARE FEET</i>
Table seating 30 sf/seat	25	40	1,200	50	1,500
Computer workstations 50 sf/unit	3	6	300	10	500
Microfilm reader/printer 60 sf/unit	2	4	240	8	480
Microfiche reader 35 sf/unit	1	1	35	1	35
Microfilm reader 35 sf/unit	3	0	0	0	0
TOTAL		51	1,775	69	2,515

SPECIAL USE SPACE NEEDS

<i>EQUIPMENT/FURNITURE</i>	<i>CURRENT ITEMS</i>	<i>10-YEAR GROWTH</i>	<i>SQUARE FEET</i>	<i>20-YEAR GROWTH</i>	<i>SQUARE FEET</i>
Photocopier w/ table					

50 sf/unit	1	2	100	2	100
Atlas stand 35/sf/unit	1	1	35	1	35
Dictionary stand 30 sf/unit	1	1	30	1	30
Card catalog cabinet (McCubbins' index) 35 sf/unit	1	1	35	1	35
Display case 30 sf/unit	1	2	60	2	60
TOTAL SQUARE FEET			260		260

STAFF WORK SPACE

WORK SPACE	CURRENT SPACE	10-YEAR GROWTH	SQUARE FEET	20-YEAR GROWTH	SQUARE FEET
Supervisor's office	1	2	160	1	160
Public service desk	1	1	200	1	200
Processing room	0	1	300	1	300
TOTAL SQUARE FEET			660		660

TOTAL SQUARE FEET

4264 AS of 12/16/14

TOTAL NET SQUARE FEET	2,634		7,109		9,447
TOTAL GROSS SQUARE FEET			10,156		13,496

[1]

The book collection is projected to grow by about 1,000 volumes annually, which is based on the average annual collection growth for the past several years.

[2]

The manuscript files are projected to grow by about 84 linear feet annually, representing 21 collections at four linear feet per collection. The growth of this collection has been purposely restricted due to the lack of storage space. It is anticipated that this restriction will have to remain in place to control future growth.

Prce

Rowan Public Library
History & Genealogy

Local

	Holdings Code	Items	
HQ, Salisbury	History Room (RLMHR)		17
	HR Book (RLMHRBK)		21,756
	HR Circulating (RLMHRC)		1
	HR Manuscript Coll. (RLMHRMC)		1,030
	HR Rare Book Cabinet (RLMHR)		16
	HR Realia (RLMHRRL)		3
	Off Site Storage (RLMSTOR)		3,049
	Oversize (RLMOV)		362
	Rare Book Room (RLMRARE)		1,638
	HR Computer File (RLMHRCF)		141
	HR Fiche (RLMHRFH)		7
	HR Film (RLMHRFM)		4,875
	HR Journal (RLMHRJ)		77
	HR Map (RLMHRM)		53
			33,025

ROWAN COUNTY – VETERAN SERVICES

Existing Services and Facilities

1. Introduction:

Write a paragraph or two to introduce and state the purpose and operational procedures of your department and the services it provides.

The Mission of the Rowan County Veteran Services Office is to provide counseling and assistance to, and act as an advocate for, veterans, their dependents, and their survivors, relative to federal, state, and local benefit programs based on military service.

The Veterans Services Department provides direct services to military veterans and their families. Specific services offered include assistance with; filling compensation and pension applications, applications for medical care at the VA Hospital, education benefits for children of veterans, VA Loan Eligibility Certificates, obtaining burial benefits for veterans, and information on veteran's group life insurance.

Miscellaneous tasks handled by staff include obtaining lost military discharges, replacing service medals and applying for lifetime hunting and fishing licenses.

2. Personnel:

List all current personnel in your department. Give job title or position and list major duties and responsibilities for each person.

The Veteran Services Department has two full time Veteran Service Officers. The Job description is attached.

3. Physical Facilities / Operations:

- a. Describe the present physical facilities used by your Department (Be as specific as possible, i.e. how many offices and what size they are, storage spaces, meeting space that you use, copy workroom, breakroom, etc.)

The Veteran Services Office (VSO) is located at:

*Rufty Holmes Senior Center:
1120 Martin Luther King Jr. Avenue South
Salisbury, NC 28144*

The Office is provided by Rufty Holmes Senior Center and is not Rowan County Property.

There is one office space 19' 9" x 13' 3") for two full time employees.

There are two desk, 6 chairs, 2 computers, 2 phones, 1 copy machine, 1 shredder and 9 filing cabinets.

- b. What activities actually take place in the present spaces?

Veteran Service Officers receive veterans and veteran's family's daily, providing information and referral services and various administrative tasks in support of the VSO mission.

- c. Describe your department's interaction with the public.

The VSO receives clients daily by appointment and also accommodates "walk ins" on a first come first serve basis.

- d. Describe your department's need for private conferencing space.

There is an immediate need for a private office for an additional Veteran Service Officer that was hired to handle an increased demand for Veteran Services. The current office space poses daily challenges because of a lack of privacy when servicing customers. Under the current situation one Veteran Service Officer has to look for an office space that is not being used by a Senior Center employee in order to keep client information confidential. Many times, it is impossible for each Veteran Service Officer to assist clients simultaneously because of the lack of confidentiality that is provided in their assigned office.

- e. Describe any special security needs for your department.

The files generated by the Veteran Service Office are confidential in nature and should be protected by at least 2 locked doors. This could be accomplished by a main entry door and a private office door, or a file room door, both of which should be locked when a Veteran Service Officer is not on duty.

4. Physical Facilities "Character":

How do the existing facilities enhance or hinder your operation? (This includes both the interior and exterior of facilities and their location in relationship to other County departments/buildings.)

The Senior Center does not have suitable office space to adequately continue the mission of the VSO.

The Senior Center is along an existing city bus route that provides many veterans access to the VSO. There is a receptionist and a waiting area that are provided by the Senior Center. Both of these enhance the operation of the VSO.

5. Equipment:

List all major equipment you use and describe its use.

Computers, Copy machine, Shredder

6. Storage:

Describe your department's storage needs.

A centrally located, secured storage space is needed for files generated by the department.

7. Spatial Relationships/ Adjacencies:

- a. What physical space relationships do you (and your department if applicable) bear to other County Departments?

None

- b. What physical space relationships do the personnel listed in your Department bear to each other? (i.e. which staff needs to be located adjacent to each other?)

n/a

Future Services and Facilities

1. Changes in Department Structure/Services:

- a. What changes in Department services, structure, methods, organization, and/or procedures might appear in the short-term (5-10 years) and long-term (15-20 years +) which may affect facility requirements?

Under a recent reorganization of Rowan County Government, the Director of Rowan Transit is now the Director of Rowan Transit and Veteran Services.

- b. What do you foresee the space requirements being for these changes, if any?

If the two departments were located adjacent to one another resources could be shared, requiring only one receptionist for both departments.

2. Growth/Changes in Personnel:

What is the anticipated growth of existing personnel/positions in your Department for the next 5, 10, 15 years?

The addition of a receptionist is needed once an office space is determined.

3. Future Equipment:

What new or additional equipment should be planned for in the future?

*Desk, Chair, Computer, Phone, for receptionist position.
8 chairs and two end tables for a waiting area.*

4. Storage:

What new storage needs should be planned for in the future?

A secure file room capable of accommodating 15 filing cabinets and a shredding machine. One storage closet or cabinet for each office space is needed for office supplies.

5. Security:

What new security needs should be considered in the future?

Security Cameras, door alarm.

6. Special Needs:

What special needs, such as extra ventilation, acoustical treatment, special lighting, audio/visual capabilities, utility or electrical requirements should be considered in the future?

The entire office space needs to be handicap accessible, to include restroom facilities. The acoustical treatment should be that of any private office where confidentiality is of importance.

7. Shared Needs:

What shared or “common” needs, such as toilets, break rooms, conference rooms, and workrooms (copier, fax, etc.) can you identify that staff could share use?

There is a large copy machine that is used by both Veteran Service Officers that will need to be located adjacent or next to their individual offices, but not in any one office.

A small break area that would accommodate a small refrigerator and coffee pot is needed and could be shared by the Veteran Service Officers to store and consume lunches.

Comments / Concerns

1. Miscellaneous Comments/Concerns

Any comments or concerns not referred to in the questions above.

5.0_REFERENCE MATERIALS



adwarchitects
environmentsforlife

architecture

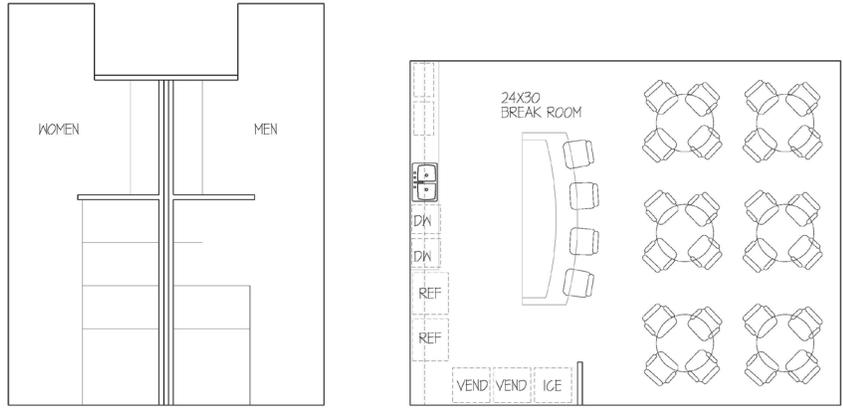
planning

interiors

ROOM AREA DIAGRAMS

5.0

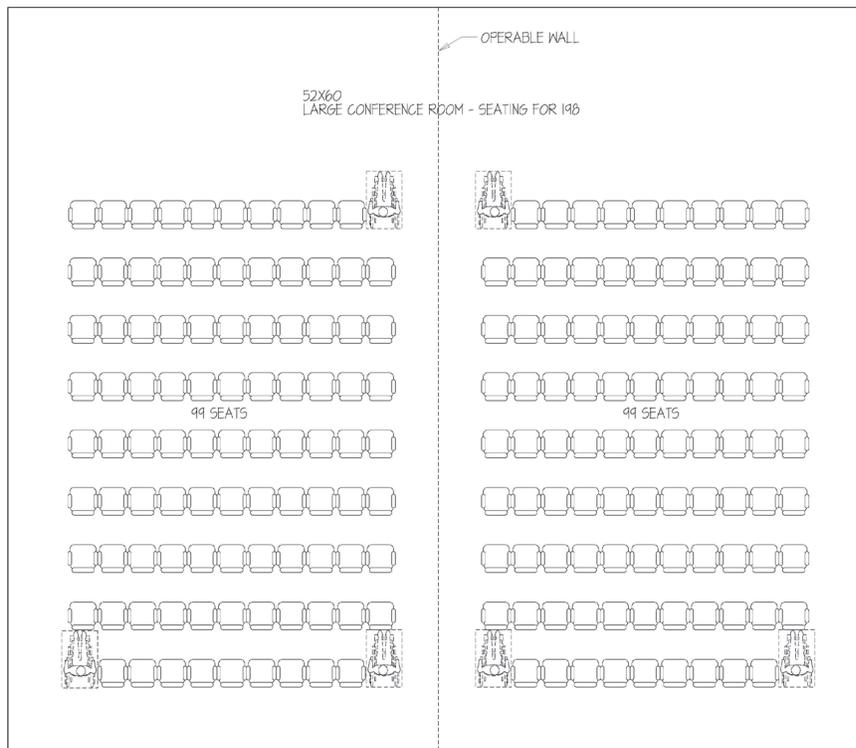
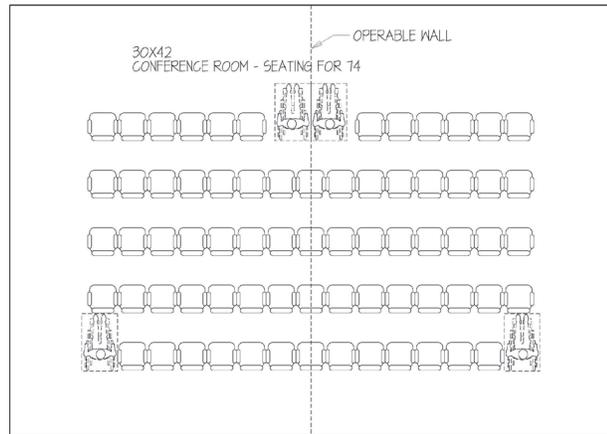
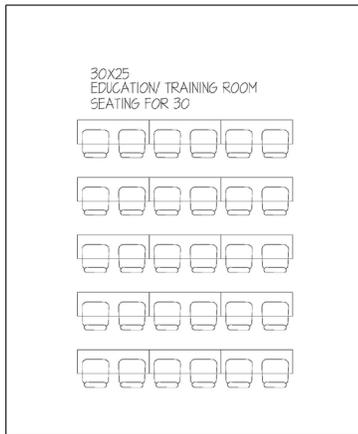
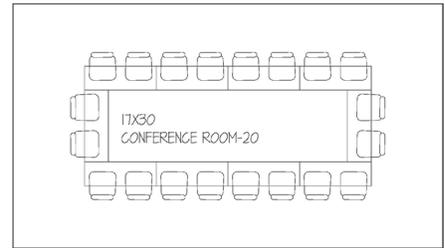
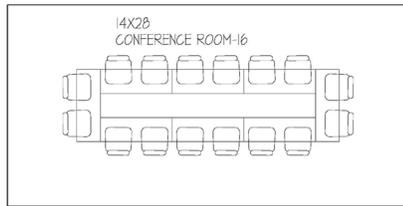
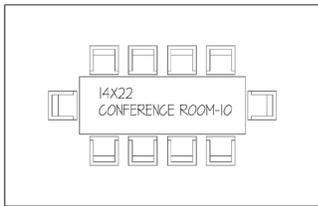
APPENDIX/REFERENCE MATERIALS



MISC. ROOM AREA DIAGRAMS



OFFICE AREA DIAGRAMS



CONFERENCE / TRAINING AREA DIAGRAMS

adwarchitects
environmentsforlife

101 W. Worthington Ave., Suite 270 Charlotte, NC 28203
704.379.1919
www.adwarchitects.com