



PROGRAM EVALUATION DIVISION

NORTH CAROLINA GENERAL ASSEMBLY

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Opportunities Exist to Improve the Efficiency of the State's Administrative Services

Summary

The Department of Administration (DOA) acts as the business manager for North Carolina state government and provides internal services and programs for state departments. DOA oversees operations such as construction, purchase and contracting for goods and services, operation of a centralized motor fleet, acquisition and disposition of real property, and operation of auxiliary services such as parking, mail services, facility maintenance, and police protection for state government property.

Session Law 2017-57 directed the Program Evaluation Division to evaluate the efficiency of the divisions and administrative activities of DOA and provide recommendations to reduce division costs.

The Program Evaluation Division identified opportunities to improve operational efficiencies in six divisions. These efficiency opportunities include:

- transitioning employees from high-value state-owned properties to leased properties in lower cost locations,
- establishing and ensuring compliance with space standards for each state-owned and leased office facility,
- increased use of contracted services to perform facility management activities for state-owned facilities,
- enhanced monitoring and compliance with state term contracts,
- increased use of competitive bidding for contracted services,
- effective use of information from newly-installed telematics to reduce fleet vehicle inventory and mileage,
- electronic scanning of incoming mail,
- reduction in outgoing mail service costs through increased use of electronic communications,
- increased utilization of the State's presort mail contract for outgoing mail, and
- leasing underutilized parking spaces to private entities.

Additional operational efficiencies can be achieved through the establishment of legislative performance measures for these divisions. To ensure each of these efficiency opportunities are fully explored, the General Assembly should require that business case analyses be performed and statutes be amended to include legislative performance measures. In addition, to ensure the proper conduct and timely delivery of recommended actions, the Department of Administration should be directed to establish a dedicated Project Management Office.