



# Operational Service Plans

Department:	Land Records/Passports	Date:	5/20/20
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## Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)

Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).

- **Function A: Recording Documents EDR (Electronic Document Recording)**
  - This process is 100% remote work
  - 4 staff are currently processing electronic documents remotely.
  - These documents are received through the current recording system RecordEASE
  - All remote staff also sign into the switchboard to handle phone calls from home for both land records calls as well as customer service questions and appointment scheduling.
  
- **Function B: Recording Documents (paper)**
  - This process requires an in-house presence to complete the work
  - All doors to the Govt Center are locked and customers place all hand delivered documents to a drop box outside the County doors.
  - Recording Plats & Priority Documents – until which time the County opens, these documents can only be mailed or placed in the County drop box.
  - Customers bringing plats and priority documents in for recording can call staff, put them in the drop box, and wait in their car for a document number if they need documentation from the County immediately to continue to get financing or conduct other personal business and county staff will call once recorded
  - Most documents are recorded electronically so once all paper documents are processed, in house staff assist with electronic documents.
  - Staff are currently in the office to complete the mailed and dropped off documents.
  - Social media and County website updates are used to inform customers as to changes in processing and hours of service, as they occur.
  - In House staff follow the social distancing protocols and ensure their hands are washed frequently as well as their work individual work spaces are cleaned 2x day
  - Work counters are sanitized on daily basis
  - No face to face interaction occurs
  - In House staff sign into the switchboard and handle phone calls that come in for both land records calls as well as customer service questions and appointment scheduling
  
- **Function C: Passport Acceptance – opening on May 26, 2020.**
  - The Counter will be open for passports 2 days a week. The remainder of the week will be used to process Drivers License renewals or get a new license.
  - Customers must make an appointment to get service.
  - Only customers needing new passports will be allowed. Persons needing to renew their passport will be advised to follow the procedures on the County website (which can be done without County assistance)
  - Only 1 customer/family will be scheduled at a time in order to ensure social distancing protocols is met. Two staff will be in the office space but space allows for 6’ of social distancing.
  - Appointments will initially be set at 30 minutes per customer and will be modified only in the event that processing times are less than 20 minutes per customer.

- Customers will be asked to arrive 15 minutes before their appointment.
- Social media posts and County website updates will be made to inform customers how to renew their passport

#### Initial Contact

- Customer will call the number provided to make an appointment
- Staff person will ask the Health Screening questions provided by the Mn Dept of Health, consistent with county occupational health protocols.
- If customer passes the questions, staff will go through the department script with the customer to understand what the need is and to ensure that customer has all documentation necessary to get served.
- Script will include information to help the public prepare for their appointment: including information related to the business need and health and safety protocols:
  - Staff will ask detailed questions about what the customer/family needs to ensure that they are bringing in the correct documentation to get the service completed the 1<sup>st</sup> time.
  - Staff will get the customer's name, cell phone (if they don't have one – they need to borrow one or have someone bring them that has a cell phone), and indicate the number of people in the family getting a passport
  - Customers will be told that they will be required to wear a mask and hand sanitizer will be located at every service counter and in the entry way to the service counters
  - Customers will be told to remain in their vehicle in the parking lot until they are called on their cell phone so that there is no congregating of customers in the parking lot.
  - Only the person needing service will be allowed into the government center. Staff will ask customer how many people are in the car. Customers are not allowed to bring children or any other person with them unless: the person with them is a translator, or the customer needs an assistant to help the with their personal needs. Small children cannot be left unattended in the car.
  - Appointments will be scheduled 30 minutes apart to allow for time between appointments and eliminate lines. We will ask customers to arrive approximately 15 minutes early in case we can bring them in sooner than their appointment
- Passports will be closed from 11am-12pm for lunch.

#### Appointment Contact:

- Service agent will be wearing a face mask anytime they are outside of the office. They may wear gloves
- Service Counter has plexi-glass covering the entire counter except the bottom 6 inches.
- Service agent will call customer on their cell phone. He/She will ask what the customer is wearing to be able to identify them
- If customer is not in car in the parking lot by the time of their appointment, it is cancelled and the customer will need to reschedule
- Service agent will ask customer if they have a mask. If not, he/she may offer a mask if one is available; otherwise the appointment is cancelled and customer will have to reschedule. Children between the ages of age 2-12 are expected to wear masks but access to the building will not be denied if children under age 12 are not wearing masks.
- Service Agent will ask the customer the Health Screening questions again
- Service Agent will make sure that only the customer(s)needing a passport will be entering the building.

- Service Agent will use handicapped door opener to allow customer to enter the building and escort customer to service counter and provide the service requested
- Service Counter has a window that opens in the plexi-glass in order to take the pictures for the passports.
- The window opening will remain shut until the person is in the photo area, which is 6' away. At that time, the window will open, picture taken, and then closed before the customer approaches the counter again.
- Service Agents will be required to wash their hands in between every customer.
- Service agent will not touch any documents provided for by the customer unless absolutely necessary.
- Customers will remove their masks only at the time the photo is taken and will put the mask back on immediately following the picture-taking.

Transaction Closure:

- Service Agent will escort customer to the door
- Service Agent will clean both sides of the counter after every customer with paper towel and approved disinfectant solution.
- Service Agents will clean shared equipment (ie. Copiers) approximately every 2-3 hours with paper towel and approved disinfectant solution.
- Service Agent will ensure social distancing protocols are followed when customers are entering and departing from the building.
- Service Agent will wash their hands with soap and water after each appointment.
- Service Agent will call the next customer.

● **Function D: Public Terminals – will open for Abstractors only**

- Public terminals are closed and requests for the public are handled by in office staff for so long that it can be managed. Staff is currently able to handle the requests. If requests get more than what in-house staff can handle, they will be handled with an up to 7 days for retrieval and mailing to the requestor.
- Requests for access to records from Abstractors will be handled by appointment only.
- Abstractors will be required to wear a mask
- Prior to accessing county facilities, Abstractor will be asked Health Screening questions provided by the Mn Dept of Health
- Abstractors will let staff know the amount of time they will need access
- Only one Abstractor will have access at a time
- Only one terminal will be used and will be cleaned with solution and paper towel after each abstractor has left.
- Abstractor will inform Land Records staff of any other common area touched and those areas will be cleaned after use with solution and paper towels.
- Abstractors will use their own pens/supplies

**Level of Staff Changes and Resource Needs**

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

● **Function A: Recording Documents EDR (Electronic Document Recording)**

- All staff have laptops and are fully functional working remotely from home.
- All staff are cross trained so can complete all duties
- Complete detailed procedure documents are in place for others to learn this function if need be

- **Function B: Recording Documents (Paper)**
  - All staff are cross trained so can complete all duties
  - Complete detailed procedure documents are in place for others to learn this function if need be
  - We will have a rotating schedule for staff wanting to work remote and in the office while making sure we maintain social distancing.
  - Hand sanitizer and wipes are available to staff.
  - Supervisor will monitor supply and notify manager if additional supplies are needed.
- **Function C: Passport Acceptance**
  - When reopen, staff will rotate with other Land Records and Taxation staff to work in the Passport Office
  - Passports will be staffed all day by the same staff
  - All staff are cross trained so can complete all duties
  - Complete detailed procedure documents are in place for others to learn this function if need be
  - Hand sanitizer and wipes are available to staff.
  - Passport staff will be required to wear a mask at all times when outside the passport office
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  - Passport staff will be asked to wash hands after every customer, so supply for hand sanitizer should be limited.
  - Hand sanitizer will be located on both sides of the counter (customer & staff)
  - Supervisor will monitor supply and notify manager if additional supplies are needed.
- **Function D: Public Terminals**
  - Terminals will remain closed to the public for the foreseeable future
  - Abstractors will be required to bring and wear their own mask, and bring all their own supplies. Abstractors that do not have masks will have their appointments cancelled.
  - Hand sanitizer and wipes are available to staff and abstractors.
  - Spray bottles with disinfectant and paper towels will be supplied to Land Records staff to clean work surfaces and computer (1 station) after each abstractor leaves.
  - Common areas touched by abstractor will also be cleaned
  - Supervisor will monitor supply and notify manager if additional supplies are needed.

<b>Adherence to Governor's Executive Orders</b>
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**Identifying Sick Employees:**

Employees who present COVID-19 like symptoms while working will be removed from their worksite and sent home in accordance with current Scott County Occupational health guidance. In accordance with CDC guidance, their workstation and equipment will be quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

Employees who present COVID-19 like symptoms following a work shift (prior for reporting for another shift) will contact their supervisor. They will be directed to remain at home and, in accordance with CDC guidance, the workstation and equipment used on the previous shift will be isolated and quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

If the worksite/station cannot be quarantined for 24 hours, the area must undergo a deep cleaning procedure following CDC guidelines.

**Training:**

Staff providing services and back up functions will receive initial procedural training as well as daily safety updates.

**Enforcement:**

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

**Shut down:**

In the event that illness, contamination or other conditions reduces the minimum resources or employees required to provide services in manner consistent with the current Operational Service Plan, and back up staff are not available, the service will be closed, and notices given to customers and staff

**Division Director Comments**

**Strategic Branch Comments**

May, 2020: The Strategy Team held discussions about children and masks. This was a preliminary discussion, with recommendations made for purposes of this plan only. The Safety Officer and Asst. Co Attorney will be having a broader discussion about children and masks to develop some organization-wide guidance as this scenario is likely to repeat itself in other business areas.

**County Administrator Comments**

County Administrator Signature                     Lezlie Vermillion                    

**Operational Service Plan Updates**  
Please include date the change goes into effect and reason for change.

May 26, 2020:  
Governors Executive Order 20-56 allows for non-critical operations to resume. It is imperative to allow customers into the County building (by appointment only to ensure social distancing protocols) in order those customers to a passport. We will not be servicing as many customers as before the pandemic, so we need to get this service operational as soon as possible.

The ability to get a new passport is limited in the number of offices that do this work. Understanding the amount of time it takes to get a passport, Staff feel it is time to offer this service by appointment only. Staff in passports and Customer Service will work together to ensure the customers remain at least 6’ apart at all times. If GC102 is used by HHS to meet with customers, all 3 areas will need to work together to ensure social distancing protocols are met.

