



Operational Service Plans

Department:	Land Records/Passports	Date:	5/7/2021
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).			

On June 14, 2021 all Scott County government buildings will re-open to the public following closures related to the COVID-19 pandemic. Safety protocols which apply to the entire organization can be found on the County’s Coronavirus web page at [Scott County Organizational Covid Health and Safety Guidelines](#). Supervisors are responsible for sharing organizational safety protocols and all staff are required to follow current protocols.

- **Function A: Recording Documents EDR (Electronic Document Recording)**
 - This process is 100% remote work
 - 4 staff are currently processing electronic documents remotely, as the Elections, Customer Service Center and Passports workloads allow
 - 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
 - Customer shall utilize one of the following methods to submit documents for recording, including plats and priority documents: mail, drop box or by appointment. This is due to space and counter restraints only. The 5 service counters in GCE are used for DMV and passports only.
 - Most documents are recorded electronically so once all paper documents are processed, in house staff assist with electronic documents or other needed assignments
 - 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 sign into the switchboard and handle phone calls that come in for both land records as well as customer service questions and appointment scheduling
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- **Function C: Passport Acceptance**
 - The counter will be open for passports a minimum of 2 days a week. The remainder of the week will be used to process functions for the Customer Service area
 - Customers must make an appointment online or over the phone
 - Appointment length will be determined by average service length and modified as needed
 - Staff will utilize No Wait Inside to communicate with customers and facilitate check in
 - 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
 - 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 or make on the County website. Customers will be encouraged to make the appointment online to expedite the process
- Customer will follow the process for selecting an appointment time and will answer any screening questions asked
- Script and/or screening questions will include information to help the public prepare for their appointment, including information related to the business need and health and safety protocols:
 - Customer will be required to complete any passport applications before their appointment. This is to minimize the amount of face-to-face transaction time and expedite the processing time
 - Staff/system will ask detailed questions about the applicant and their documentation, ensuring that the customer is bringing in the correct documentation to get the service completed the 1st time
 - The customer's name, cell phone (if available) and email will be entered into the appointment system
 - Customers will be told to come to the atrium/lobby and check in from there
 - Appointment length will be determined by average service length and modified as needed
- Passports will be closed over the lunch hour

Appointment Contact:

- Prior to appointment, customer will receive text message to check in for appointment
- Appointment system will notify staff that customer has arrived and is ready for service
- Upon conclusion of transaction, service agent will direct customer out of service area

● **Function D: Public Terminals**

- Public terminals are currently not available for use. This function will resume once construction of GCE has concluded and it is once again open to the public

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 to support a hybrid model of working remotely and in office but reserve the right to call all staff back into office if workload demands
- **Function C: Passport Acceptance**
 - Staff rotates with other Land Records and Taxation staff to work in the Passport Office
 - Passports is 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 (requires certification from US Dept of State)
- **Function D: Public Terminals**
 - Terminals will reopen upon move back to GCE

Division Director Comments

Land Records helps out a lot with elections functions. Given this year is a non-election year, the staff have the opportunity to work remotely. There are limited workstations in the desk area, so only a few staff can be in the office at any time given the need for some of the customer service staff to also have work-stations if they are not at the service counter. Staff like the flexibility to work from home and at the office when it is their turn to be on-site

Strategic Branch Comments

County Administrator Comments

County Administrator Signature _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

June 2021 –
Operational Service Plans updated for facilities opening on 6/14/21.