



Operational Service Plans

Department:	Building Inspections	Date:	05.06.2021
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).			

All Building Inspection Department staff work remotely from home offices or in the field on inspections. Staff intermittently drops in at Government Center for meetings, mail/drop box processing, or other duties.

Meetings with Building Inspection staff are by appointment and conducted virtually. If necessary, in person meeting appointments may be scheduled at the Government Center or other County locations.

- 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: Guidance Office and Administration**
 - Permit payments accepted through the ePermit portal, drop box, or U.S. Mail.
 - Updating department and emergency COVID-19 website content as necessary
 - Phone calls and emails continue to be responded to in a timely manner
 - Special projects are being assigned by Building Official
 - Provide updates on social media
 - All meetings will be by appointment only and are being held virtually. Anyone requiring an in-person meeting will also be by appointment only. Inhouse meetings will be accommodated, with staff wearing masks if social distancing can be met.
 - Staff will wash hands frequently and use hand sanitizer if hand washing not an option
- **Function B: Permit Intake and Processing**
 - Electronically received through the ePermit portal
 - Hard copy documents are no longer accepted unless necessary. Applicants will be encouraged to work through ePermit Portal to ensure the most efficient permit process
- **Function C: Plan Review**
 - Electronically received through ePermit Portal and reviewed using BlueBeam
 - Pre-construction meetings are being conducted through video conferencing
 - All handouts will be updated as necessary and available on the Building Inspections website
 - All meeting are by appointment only and are being conducted virtually. Anyone **requiring** in person meeting will be by appointment only – Inhouse meetings will be accommodated, with staff wearing masks if social distancing can be met.
- **Function D: Inspections**
 - Permits ready for issuance have detailed information about the type of inspections required for their project.

- All permits provide instructions about how to obtain inspections when permit is issued. Additionally, the Building Inspections website provides inspection scheduling requirements
- Inspectors are working out of home offices and have inspection vehicles specifically assigned
- All exterior inspections are being conducted with little change
- Interior inspections will require prescreening questions
 - Screening Questions:
 - Is anyone on the site experiencing a fever, cough, or flu-like symptoms
 - If any question is answered yes, the inspection will only be conducted if the structure is vacated by all construction crews/parties and with proper PPE precautions.
 - If structure cannot be vacated, the inspection will be rescheduled for a time when it can be vacated.
 - Video conferencing (Facetime, MS Teams,) or image inspections, may be conduct when appropriate,
- All inspections not passing screening questions are being postponed or recommended for video conferencing inspections.
- Ensure Teams collaboration time between inspectors, as it is vital to uniformity
- All information collected will be entered onto the permit record in the system of record so all BI personnel can see all the notes to ensure that the next inspection is scheduled at the appropriate time.

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).

- Office and Administration
 - Minimal need for PPE (hand sanitizer and disinfectant wipes) in Office as staff is typically only in office 1-2 time per week
 - All Staff works remotely from home office and have all the needed technology at their homes
 - All administrative staff drops in at GCW office intermittently to process a very small amount of mail and drop box items. Social distancing of staff is attempted when staff are in the office.
 - Scheduling is all completed from remote offices, except for borrowed resource from CS part-time for scheduling until upgrade for customer ePermit Portal scheduling of inspection is completed.
 - Other BI staff being used to backfill, allows for more cross training in the event of staff shortage
 - Procedures have written and are in place for coverage and succession planning in the event a staff member gets ill
 - Weekly Teams meetings with staff occur. If issues arise additional Teams meetings are established to inform and gather information
- Permit Intake and Processing – (Approximately 99% Electronically)
 - Having almost zero hard copy submittals helps us provide exceptional intake and processing services
 - Multi-staff cross trained to take over for each other as need be
 - In person transactions will be done when staff have masks on, unless a barrier between customer and staff exists

- Procedures have been written and are in place for coverage and succession planning in the event a staff member gets ill
- Plan Review— (100% Electronically)
 - Regular review of intake, plan check, and ready for issuance
 - Procedures have been written and are in place for coverage and succession planning in the event a staff member gets ill
- Inspections
 - Continual need for PPE, hand sanitizer and disinfectant wipes for inspector vehicles
 - Procedures have been written and are in place for coverage and succession planning in the event a staff member gets ill
 - Weekly Teams meetings with staff occur. If issues arise additional Teams meetings are established to inform and gather information
 - We have two iPads with Internet connection for inspections with CityView Mobile App. We are looking to obtain a third iPad with internet connection.
 - Currently in process of identifying if we could add hotspot to iPads for computer connection when needed and eliminate inspector mobile phones to reduce mobile connectivity costs. Inspectors currently make all calls through Teams and do not use mobile numbers so this may be possible.

Division Director Comments

Almost all the work from the BI is done remotely or without customer contact. Permits being submitted are done electronically, and the review / inspection of permits are done with modified process documents that are going forward after the pandemic is over. These are good practices to efficiency as well as the protection of staff in a non-covid world.

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.

August 2020,
Plan updated to reflect current Governor Executive Order 20-81 requiring Minnesotans to wear a face covering in certain settings.

March 2021

Updated to reflect inspectors return to in person inspections within occupied dwellings.

May 2021

Updated to reflect operation effective after GC re-opening and new executive orders effective June 14, 2021.