



Operational Service Plan

Department:	Surveyors Office	Date:	6/7/2021
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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).

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.

The Surveyors Office will work in an in-person and remote setting as the Manager feels is necessary to complete all the duties of the office. Field work will be done on an as needed basis.

- **Function A: Plat Review**
 - Receive all plats via mail/email for review. Communication with private surveyors via email for corrections. Surveyors do not meet in-person with external customers.
 - Coordinate signing of plats for recording with County Recorder. Developers need to make appointment with Land Records to drop off plats in GCW until the GCE renovation is completed. Surveyor staff to physically sign plat in GCW or GCE where the Land Records office resides.
 - Internal communication via Teams/email/phone for any needs or information.
 - Plat signing and processing will be done by appointment only. Phone numbers to set up the appointments are published.
 - Staff are working both remotely and in-house
- **Function B: R/W Support**
 - Internal/External communication via Teams/email/phone for project needs or information.
 - External meetings to be attended via Teams as needed.
 - Staff are working both remotely and in-house
- **Function C: County Ditches**
 - Internal communication via Teams/email/phone for any needs or information.
 - Maintenance field inspections to occur as needed. Minimized contact with landowners and contractors, primarily by email/phone.
 - External communications via Teams, email and phone.
 - Staff are working both remotely and in-house
- **Function D: Parcel Database Maintenance**
 - Internal communication via Teams/email/phone for any needs or information.
 - Staff are working both remotely and in-house
- **Function E: Survey Functions**
 - Internal communication via Teams/email/phone for any needs or information.
 - Staff are working both remotely and in-house

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: Plat Review**
 - Survey staff to work primarily remotely on plats. Staff will report to office to support printing/scanning of documents or utilizing/pick up paper documents as needed
 - Supervisors continue weekly supervision with staff via Teams/email/phone/in-person communication to determine issues/needs.
- **Function B: R/W Support**
 - Survey staff to work primarily remotely on R/W projects. May require staff to report to office to support printing/scanning of required documents or utilizing/pick up paper documents.
 - Supervisors continue weekly supervision with staff via Teams/email/phone communication or in-person to determine issues/needs.
- **Function C: County Ditches**
 - Internal communication via Teams/email/phone for any needs or information.
 - Maintenance field inspections to occur as needed.
 - Supervisors continue weekly supervision with staff via Teams/email/phone communication or in-person to determine issues/needs.
 - Social distancing protocols to be observed when onsite with an owner present.
- **Function D: Parcel Database Maintenance**
 - Survey staff can work in-house or remotely on parcel database maintenance.
 - Supervisors continue weekly supervision with staff via Teams/email/phone communication or in-person to determine issues/needs.
- **Function E: Survey Functions**
 - Survey staff to work in-house or remotely on Survey functions. May require staff to report to office to support printing/scanning of required documents or utilizing/pick up paper documents.
 - Survey field work will be done on an as needed basis.
 - Internal communication via Teams/email/phone or in-person for any needs or information.
 - Supervisors continue weekly supervision with staff via Teams/email/phone communication or in-person to determine issues/needs.

Division Director Comments

Almost all of the Surveyors staff are working in-house. Cross training has occurred. Most staff are back in the office due to the fact that field work has begun. Work that can be performed remotely continues to occur as the Manager finds appropriate.

Strategic Branch Comments

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

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

June, 2021

Plan has been updated to reflect county facilities opening June 14, 2021.