



# Operational Service Plans

Department:	Assessing - Property & Taxation Services	Date:	6/8/2021
<b>Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)</b>			
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: Guidance for Appeals**
  - All appeals will be initiated via phone or email by staff that are all 100% remote.
  - If an explanation of how values were determined is not adequate and the taxpayer wishes to appeal, all information will be collected via email/mail. Taxpayer to provide:
    - Photographs that clearly show the level of finish and materials of the entryway, kitchen, each bathroom, living room, basement (finished and unfinished areas)
    - Photographs and explanation of any substantial condition issues
    - Any discrepancies in the building information (provided by the appraiser) regarding above grade finishes sf, below grade finished sf, bedroom/bathroom counts, and number of fireplaces
    - Any recent appraisal, broker price opinion, or other support for why valuation is too high
  - All staff can handle each other’s appeals in the case of an illness
  - Local boards may be held virtually, but it is at the discretion of each jurisdiction to make that call.
  - Open Book will be held in person
    - Staff will be stationed in separate areas
    - Walk-ins will be signed in and directed to a staff member to meet with
    - Meeting will allow for social distancing and screen sharing will be available
    - Further discussions and information sharing will occur outside of this meeting
  - The Special County Board of Appeals and Equalization will be held in person with remote option for staff, board members and appellants.
    - Staff and attendees will be socially distanced when in person
    - Scheduled appellants or walk-ins who attend in person will be asked to stay in a waiting area until their appeal is being heard.
  
- **Function B: Guidance for Quintile**
  - Cars will be checked out as normal. When township work begins, two cars will be stationed at libraries for easier access
  - Cars will have hand sanitizer, wipes, and gloves in the car at all times since staff will be entering homes
  - No in person contact will be made unless required (outlined in department pandemic procedural documents) and masking for staff for any inperson will be ensured. These will be extremely limited or not at all.
  - A combination of exterior and desktop reviews will be completed
    - All exterior work will be done from the sidewalk or street

- One front facing photo and one side photo will be taken
  - General characteristics will be verified
- No knocking on doors. Tags for phone review will be left without knocking and only on homes with significant changes
- Maintain distance when approached in the street by taxpayers and explain our current process
- Vests will be worn for safety and visibility
- Aerials, GIS, MLS, and other sources will be leveraged to review quintile properties
- **Function D: Customer Service – Property Tax Program Administration**
  - All staff members who are assigned this task can work remote
    - Applications are being received via email, regular mail, and on-site drop box. When appraiser involvement is required, we are reviewing via scanned images and signing electronically whenever possible.
  - There is cross training and duplication in who can perform this function
  - There is a rotation so that one to two staff are available in office to mail documents or scan them to remote staff
- **Function E: Truth in Taxation Meeting**
  - Staff will be available to meet face-to-face with taxpayers who attend the Truth-in-Taxation meeting with questions about their individual property valuations, classifications, or appeal options.
  - Staff will wear a mask if they meet face to face with a customer.
  - A waiting area will be established in the main level of the government center, where taxpayers wishing to meet with staff will be greeted and placed into a waiting queue. Taxpayers will be asked to maintain 6 feet social distancing while they wait but no staff will monitor this.
  - Conference rooms will be reserved for this event and one staff person will be assigned to each conference room.
    - Staff and taxpayers will maintain appropriate social distancing while utilizing the conference rooms to meet. Staff will have masks on and should have their laptops available in order to review information verbally, but no over-the-shoulder viewing is permitted, as social distancing would not be possible.
    - Areas used for each meeting including tables, chairs, doorknobs, will no longer be wiped down and sanitized before and after each individual meeting. They will be sanitized on an occasional basis as the staff feels is necessary

### **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).

- Appeals
  - All staff have laptops, docking stations, monitors, and county issued phones in order to work remotely
  - PPE has been ordered for fleet vehicles and Local Boards, if they are to proceed
- Quintile
  - All staff have laptops, docking stations, monitors, and county issued phones in order to work remotely
  - All field work will be performed on tablets and no new filed cards will need to be printed
  - Vehicles can be checked out one week at a time to reduce trips to the office
  - When Township work begins, vehicles will be placed at southern libraries for easier access by staff
  - Process and procedure documents have been created for coverage in the event of illness
  - PPE inventory including gloves, wipes, and hand sanitizer will be put in every vehicle.

- Staff is not to have customer contact during this process, but should carry a mask in case they do encounter a customer.
- Customer Service
  - All staff members who are assigned this task can work remote
  - There is cross training and duplication in who can perform this function
  - There is a rotation so that one to two staff are available in office to mail documents or scan them to remote staff
  - In the event a customer comes to the Counter in HHS to meet with an appraiser, the appraiser will wear a mask and meet with the customer in an interview or conference room.
  - Process and procedure documents for all processes have been created for coverage in the event of illness
  - Hand Sanitizer is available for staff, but hand washing is the preferred sanitization method.
- Truth in Taxation Meeting
  - Masks are required for staff in order to meet face to face with a taxpayer.
  - Location marking for waiting area in order for taxpayers to maintain appropriate social distancing while they wait.
    - As the time gets closer management will work with facilities to ensure proper spacing is marked to try to accommodate social distancing while in the govt center.

**Division Director Comments**

Staff will do their best to ensure that they and the taxpayers they meet face to face are safe. Even though social distancing and masking requirements have been removed, it is in the best interest for staff to ensure that the families they meet are also protected.

**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.

August 2020,

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

November 2020,

Plan updated in order to allow for appraisal staff to meet with members of the public face-to-face in person during Truth in Taxation event.

May 2021,

Plan updated to allow for appraisal staff to meet expectations of County buildings opening in June 2021 and adapt to changing guidelines from CDC and State leadership.