



Operational Service Plans

Department:	Elections 2020 (State Primary and State General)	Date:	6/23/2020
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: Absentee (AB) In Person voting**

- Absentee voting begins on June 26th. The in-person location is at the PW lunchroom at the Hwy Dept.
- Entrance and Exit of the PW bldg are separate doors to ensure social distancing.
- All paper applications received via mail or drop box are processed by staff either at the County office in the Govt Center, Absentee In Person location, or can be taken home and entered in a remote location.
- Staff working in office are required to follow current county mask protocols, located on the County’s Covid 19 Health and Safety [site](#).
- A voter coming to the In Person location will have social distancing marks on the floor and exterior driveway.
- Signage will be posted inside and outside of the PW bldg that informs voters about adhering to social distancing requirements, face mask requirements, and to sanitize hands upon entry and exit of the poll.
- They will enter through the single door going into the Maintenance shop. Voters will sanitize their hands at the sanitization station. The key card door will be propped open for access to the hallway that leads to the lunchroom to eliminate touch points.
- A Greeter, wearing a face shield, will be located in the hallway to ensure social distancing, ask voter if they have a mask (if not wearing) and offer one if they forgot it. They will also ensure social distancing and ensure minimization of voters in the poll at any one time.
- Voters will be provided a plastic clip board, AB application and pen and will fill out the application in the hallway prior to entering the polling location.
- Voters will enter the poll by the vending machines, go to the election judge area where they will hand their application to the judge, and deposit clipboard into bin to be sterilized. Staff will spray and clean pens, clipboards and glue sticks with disinfectant solution.
- Election judge stations are counter height cubical stations made with Herman Miller furniture. Counter for each judge is 6’ in length and plexiglass will be affixed to the front of the counter..
- Judge will enter the AB app into the State system (SVRS) and get the voter the necessary paperwork and ballot and demonstrate voting protocol and instruct the voter on how to properly seal the ballot into the appropriate envelopes. If non-registered voter, judge will hand the voter a voter registration application (VRA) while the judge is entering the absentee application into SVRS.

- If non-registered voter, after completing the VRA, voter will hand application to judge who will complete their portion.
- Judge will ask the voter to complete the signature envelope with proper identification information and sign the signature portion with the ink pen.
- Voter will sign the envelope and show the judge the information on the envelope so that the identification numbers are validated and correct and deposit ink pen into bin to get sterilized.
- Judge will hand the voter the ballot, VRA if it was needed due to non-registered voter, envelopes, marking pen and glue stick for sealing envelopes
- Poll booths will be placed in locations within the polling location that will ensure the distance of 6' or more.
- Voter will proceed to the voting booth, vote their ballot, seal the ballot with the glue stick, and proceed to the exit door where they will deposit their voted ballot in ballot box, and deposit their marking pen and glue stick into labeled bins to be sterilized. Voter will exit poll, sanitize hands at sanitization station at exit, and leave the bldg. Exit will be properly marked and is located at the south side of the bldg.
- Election judge or other staff (see below) will put on mask (if they didn't have one on due to being behind a plexi glass barrier) and clean voter booth and all counter tops prior to assisting the next voter. Election judge will wash hands in the polling location room (part of the kitchen area) before assisting next voter.
- Enough supplies of clip boards, pens and glue sticks will be acquired in order for cleaning to occur between each user.
- For the last 2-3 weeks of each absentee period, 2-3 additional staff will be located in the absentee in person room to assist with cleaning, social distancing, and maintain order within the poll.
- Curbside voting will be available to voters who have mobility issues. Election judges will follow current county mask protocols while going to the voter's car and provide the voter with a clip board, pen, signature envelope, and application so they can complete the application and signature envelope. Judge will take the completed application back to the Polling location and enter the application into SVRS and gather the clip board, ballot, envelopes, marking pen and glue stick. Judge will take items to the voter, wait for the voter to complete the voting process, and take completed sealed ballot, clip board, marking pen and glue stick back to the poll. Judge will deposit the ballot into the ballot box and drop all other items into the appropriate bins for sterilizing. Judge will wash hands and return to their judge table.
- At the end of each day, election judges will balance the in-person ballots in the ballot box to the daily report in SVRS. They will social distance and follow current county mask protocols during this process and secure the ballot box with appropriate transfer label and lock the box in the secure cabinet.
- At the beginning of the following day, the Absentee Audit Administrator will follow current county mask protocols and enter the In-Person polling location, pick up the secured ballot boxes and all applications and bring them to the Govt Center where they undergo the Ballot Board procedure located in Function C. They will then be secured in the Elections storage room until they can be processed during the last 14 days.
- In the event of using the assisted voting device and during the last 7 days of in person direct balloting where the tabulator is in use, voter will be asked not to touch the tabulator unless an error occurs, or when using assisted voting. Once voter has cast their ballot, and if they did touch the machine or external components, election judge will use a soft cloth (no paper towels) and spray the disinfectant solution on the cloth and clean all surfaces touched, including external components.
- Cloths will be washed daily by county staff.
- Ballot boxes accessed will be disinfected after every event when ballots are removed.

- As the Elections ramp up or get closer to Election day, additional judges to assist voters, clean, social distance voters, and help will be needed. Training will be provided for all people who working in the polling location. Training will not be provided for those staff who are not working in the polling location and whose function is to social distance voters, ensure applications are available and pens, and to hand out masks if voter is not wearing one.
- **Function B: AB Ballot Processing Last 14 Days – Opening and running ballots**
 - Election judges will need to be paired in 2's in order to open, initial, duplicate as needed, and ensure accurate precincts for all ballots.
 - The use of the County Board room will be reserved to ensure that 8-10 people can social distance and in order to complete this process. On the days that the room is in use, GC 221 will be used and the number of people working on the process will be reduced.
 - Staff working in office are required to follow current county mask protocols, located on the County's Covid 19 Health and Safety [site](#).
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 - Tables will be cleaned periodically with disinfectant solution and at the end of each judges shift. Each judge will bring their own pen to the room and take it back with them.
 - Handwashing will be required after each precinct processed, or at a minimum, each hour due to the need for ballots to be transferred between judges to complete all the tasks under the first bullet in this functional section.
 - AB Audit Administrator will bring a case to transfer ballots to the central count tabulator. Ballots will be placed into the case, taken to the tabulator located in the elections work area outside of Cindy's office. Ballots will be run through the tabulator. If errors are found, Administrator will engage another judge to assist in duplication of ballot. Handwashing protocol will follow this process.
 - AB Audit Administrator will finalize the ballot audit and secure the ballots into the election's storage room. All counters, cabinets and doors accessed will be properly cleaned with disinfectant solution and hand washing protocols will occur on an hourly basis.
- **Function C: Elections office duties in Govt Center**
 - Online applications for AB are processed remotely or in the office and those ballots are sent via mail either at a staff workstation or remotely.
 - Accessing ballots that are to be mailed located in the locked secure election room requires a judge to follow all current county mask protocols and clean all counters, door handles and anything else touched. Judge must wash hands before entering ballot room, and after processing and sending the ballots via mail.
 - Online voter registration applications are processed remotely or in the office
 - Mailed ballots sent can be either mailed back (postage paid) to the County, can be dropped off at the drop box located at the Government Center, or can be brought to the PW AB Elections room. No access at the Govt Center location for voters will be allowed.
 - All ballots received via in person, drop off, or mail must go through the Ballot Board (BB) process where they will be accepted or rejected. The process requires 2 judges to accept, reject, ballots and initialize signature envelopes. The judges are expected to wear a mask and social distance. Judges handling received ballots will be expected to wash hands after completing the BB process or at a minimum every 2 hours. Ballots will be sorted by precinct stored in the locked secure election room in a locked cabinet. Only judges with 'keys' can access this room and access the locked ballot cabinet. Judges accessing the room must clean the counters, cabinet, keys, door handle and any other surfaces touched with disinfectant solution after securing the ballots in the cabinet and exiting the room.

- All mail received will be opened using the electronic envelope opener and sorted. Staff will follow current county mask protocols and will immediately wash hands after opening the mail, processing mail, and completing any other tasks that requires a paper process.
 - All elections staff working at the Govt Center must wash hands thoroughly with soap and water every 2 hours And follow current county mask protocols, located on the County's Covid 19 Health and Safety [site](#).
- **Function D: Candidate filings**
 - This does not begin until the May filings for office have been received (May 19 – June 2). Candidates can file in person with an appt.. This would occur at the handicapped Counter in Customer Service. All candidates are encouraged to file electronically.
 - PPE is needed such as disinfectant solution for cleaning counters, pens, cabinets and any other hard surface.
 - Staff assisting the candidate in person would be required to wear a face covering following guidance on the County's Covid 19 Health and Safety [site](#).
 - Counter, pen, and any other hard surface would need to be cleaned with disinfectant solution after every candidate filing
 - Staff would need to wash hands with hot water and soap after assisting a candidate.
 - **Function E: Testing of equipment and election programming**
 - This process is conducted In-house as access to equipment and routers are needed
 - All staff must wash hands thoroughly with soap and water after touching documents & equipment
 - Equipment cleaning will be done using a soft cloth and disinfectant solution after each piece of equipment is powered off. The use of paper towels is not allowed.
 - All counters and any other surfaces touched will be cleaned with paper towels and disinfectant solution.
 - Staff will be required to wear a face covering at any time if there are not barriers that reach the head height of the employee following guidance on County's Covid 19 Health and Safety [site](#). Testing of equipment will be done in staff offices, hallways, and other workspaces that allow for social distancing.
 - Face coverings will be worn any time the equipment is transported from one location to another.
 - **Function F: Training of clerks and judges**
 - The training of County Staff at the Secretary of State has been cancelled and was offered electronically only
 - Elections Manager has implemented online training only for clerks and judges as their required judge training. This may be problematic for some of our judges who don't have access to internet or are limited on their computer skills. This could impact the ability to get judges as well.
 - Social distancing will not be possible given the amount of people needing to be trained.

In-Person Training for New Election Judges

- Staff have determined the need to conduct in person equipment training for poll pads and tabulators for NEW judges only. It is difficult to learn how to use this type of equipment via video with no hands-on experience and it is imperative that is done accurately, so the determination has been made to offer a limited amount of sessions.
- In-person training in the PDC will be limited to 12 participants and 2 instructors at each session.
- Prior to any In-person training Elections employees will contact scheduled participants and cover script information including
 - Covid-19 screening questions and the need to cancel their participation if symptoms are present
 - Face covering guidance on County's Covid 19 Health and Safety [site](#)

- Entry and Exit expectation and process
- On the day of training, an Elections employee will be assigned to the 1st floor of the Government Center to greet the training participants, review the Covid screening questions and ensure they have a mask (mask will be provided if the participant does not have one).
 - If the participant responds positively to any of the screening questions, they will be asked to leave, and the supervising clerk will be responsible for providing training at the polling place.
- If they are well, they will be guided to the 2nd floor Professional Development Center.
- Signs will be posted clearly marking PDC Entry and Exit doors

Training Session Protocol

- During the training, participants are required to follow current Scott County face mask protocols.
- Cleaning materials will be available in the training room.
- While attending training, participants will be assigned to one worktable (station) and will not alternate areas.
- Participants are expected to enter and exit using the designated doors only
- Participants will be allowed breaks however they will be expected to go directly to and from their learning station to the restrooms or vending areas.
- The instructor/facilitators are responsible for controlling participant traffic during class and breaks.
- At the end of the training, the instructor will ensure all learning surfaces and training aides are sanitized with the appropriate disinfectant (bleach/water mixture for learning stations).

• Function G: Clerk Equipment/Supplies/Ballot Pickup and Delivery

- Clerks will make an appt with Elections Dept to schedule a pick-up date and time.
- 2 County staff will be organizing all the equipment, supplies and ballots for City and Twp clerks to pick-up. They will follow when organizing all materials and getting them loaded onto flat-bed carts. Carts will be stored in the Land Records (LR) area until the clerk arrives.
- Clerks will be asked to pull up to the curb by the east employee entrance door. Staff will wear a mask while escorting the clerk into the Govt Center and throughout the process of delivering supplies
- Any City or Twp clerk entering the Govt Center will be required to wear a mask.
- Clerks will be asked to wash their hands in restrooms on 1st floor of Govt Center prior to entering the LR office.
- Staff will assist Clerk with getting all 'stuff' to their car and assist in loading the clerk's vehicle. Staff will clean the flat-bed card handle with cleaning solution upon returning to the LR dept for the next City or Twp clerk pickup. Staff will wash hands immediately following the cleaning of the cart handle.
- After Election Day, within 2 days post-election, clerks will make an appt to return supplies, ballots, and equipment. Clerks must wear a mask and get escorted into the office like how they picked up the equipment.
- Staff will wear a mask while they assist in unloading and storing returned paper products in locked elections storage room. Equipment will be checked to ensure all has been returned and powered off. Staff will use soft cloth and disinfectant cleaning solution and will clean equipment prior to returning to storage areas.
- Staff will wash hands every 2 hours throughout the day.

• Function H: Election Day

- The County is not generally involved with processes at the polling locations; however, Federal Cares Act dollars have been appropriated to the MN Sec of State (SOS) to assist in covering expenses for the

Primary and General election activities. This includes providing masks, hand sanitizer, and cleaning solution to minimize the spread of COVID.

- SOS will send PPE to the County to distribute to the Clerks when they pick-up supplies prior to election day.
- Elections Manager will stay in contact with Clerks throughout the year to ensure that clerks have sufficient staff in polling locations. This includes elections judges to cover the various elections polling location functions, as well as people to ensure cleaning and sanitizing protocols are done and social distancing of 6' between voters is being adhered to. Masks will be offered to voters if they arrive at the poll without a mask. It has been mandated that all people wear a mask while in the public, however voters cannot be turned away if they refuse to wear a mask. If this occurs, and the voter does not have a medical reason why they are not in a mask, the judge will note this refusal in the incident log. Voters must be able to cast a ballot if they meet the federal and state laws and rules that allow them to vote.
- If the County is asked to supply staff to polling locations, shields and face masks will be worn.
- County Election day activities includes the continuation of process AB ballots and closing the County AB polls, ensuring that clerks get their questions or issues addressed, ensuring polling locations have sufficient supplies of ballots, and receiving and uploading electronic election day results to the State.
- On election day, election staff will ensure social distancing when possible, wear masks not in an area where barriers that are above the staff's head are not present and disinfect all hard surfaces with disinfectant solution and paper towels, or soft cloths – for electronic equipment.
- Staff will wash hands every 2 hours throughout the day.
- No media or other poll watcher will be allowed into the County elections areas without an appt, must wear a mask, and must adhere to the 6' social distancing rule. All persons must wash hands upon entering and throughout their stay in County offices. Hand sanitizer will be available for them to use while observing the elections processes.
- **Function I: Post Election Duties**
 - Post-election duties include the post-election audit of results, the transfer of the elections documents to the secure locked storage room at the RTF, and the processing of election day registrations received with absentee ballots and those received in the mail after the cut-off of the registration date. Additionally, election day registrations and voter history must be posted in SVRS and balancing of all tabulator tapes, results and electronic voter updates must occur.
 - All duties are completed in the office. Some can be done independently, and others require 2 staff to complete. Any 'team' that is established to complete any of the duties must wear face masks.
 - Staff working in office are required to follow current county mask protocols, located on the County's Covid 19 Health and Safety [site](#).
 - All electronic uploads can be done by 1 staff person in the cubical/office space.
 - Auditing and balancing of records are done by multiple staff
 - Transfer of elections documents and ballots are completed collectively between elections staff and the facilities staff. All staff will wear masks when transfers are made.
 - All staff will be required to wash their hands once the transfer and storage of documents has been completed.
- **Function J: Canvassing Board**
 - 2 County Commissioners, County Auditor, Court Administrator, and Representative from the largest City (Shakopee), along with the Elections Manager are present at this Board meeting.
 - This is statutorily an in-person meeting and no changes to this processing has been approved through the legislative process.
 - The meeting will be held in the County Board room to ensure that social distancing can be attained.

- Any person without electronic access to the County Govt Center will be allowed in via escort only.
- All members must wear a mask.
- Members will be asked to wash their hands prior to entering the Board room as Elections Abstracts will need to be reviewed and signed by each member.
- The Elections manager will be wearing a mask while conducting the meeting.
- Once results have been approved, members will be asked to use hand sanitizer or wash their hands upon exiting the County Govt Center.
- Tables and any other hard surface touched will be cleaned with the disinfectant solution and paper towels.

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: **Absentee (AB) In Person voting**
 - Staffing Primary: 3 staff will be needed to begin the AB process for the **Primary**. It is anticipated this will be sufficient for the first 3-4 weeks. It is expected that an additional 3 people will be needed for the remaining time. **Elections is hiring 2-3 staff to assist with this need.**
 - Staffing General: 4 staff will be needed to begin the process. It is anticipated this will be sufficient for the first 3 weeks. **It is expected that an additional 5 staff will be needed for the last 2.5 weeks. An outreach to other County departments to assist with this need will be required.**
 - Supplies: This is expected to last for 2 weeks during the General Election. We feel the Primary will not be as busy, so this may last for up to 4 weeks. During the last 7 days of direct balloting, there will be a need for a much larger order.
 - 6 large hand sanitizer pump bottles
 - 3 bottles of hand soap for the sink for hand washing
 - 14 bottles of disinfectant solution topical solution
 - 14 rolls of paper towels
 - 2 spray bottles for the solution (will not be reordered every 2 weeks, but for the general, we will need a total of 4 spray bottles, maybe more)
 - 2 boxes of masks for voters who come without a mask
- Function B: **AB Ballot Processing Last 14 Days – Opening and running ballots**
 - Staffing Primary: It is expected that there will be a need for 4 teams of 2 (8 people) to open, validate and initialize ballots from July 28 – August 11. Anticipating these people will NOT be needed all day for the 7 days. But will be needed for a portion of the day for most days. **Elections will need an outreach to other departments to help with this process. It is expected that we will need at least 4 – 6 people.**
 - Staffing General: It is expected that there will be a need for 5 teams of 2 (10 people) to open, validate and initialize ballots from July 28 – August 11. It is expected that these people will be needed for the entire 14 days given the number of ballots we expect to receive in the AB process. **Elections will need an outreach to other departments to help with this process. It is expected that we will need at least 8 people.**
 - Supplies: Will need to reorder but unsure of quantities at this time
 - 14 bottles of disinfectant solution topical solution
 - 14 rolls of paper towels
 - 2 spray bottles for the solution
- Function C: **Elections office duties in Govt Center**

- Staffing Primary: 4 staff will be needed at the start of this process. After 2 weeks, it is expected that another 4 staff will be needed to conduct ballot board and assist with mail processing. **Overtime is opened for staff to work evening and weekends in order to get online applications processed and answer emails and questions in the elections in-box. Outreach for 4-6 staff will be needed to help in mailing ballots and serving on ballot boards.**
- Staffing General: 8 staff will be needed. **It is expected that an additional 6 staff will be needed. An outreach to other County departments to assist with this need will be required. It is unsure at this time if staff will need to work all day or part of the day to help in ballot board and mail processing.**
- Supplies: Will need to reorder but unsure of quantities at this time (1-2-week supply)
 - 14 bottles of disinfectant solution topical solution
 - 14 rolls of paper towels
 - 2 spray bottles for the solution (need 6-8 more bottles for the general election for sure)
- Function D: **Candidate Filings** – no supplies needed. This has closed for the County, State, Federal level. Only Cities and Twps are affected for the General Election.
- Function E: **Testing of equipment and election programming**
 - Staffing (both elections): 6 staff complete this process. It is expected that internal LR staff and management staff will be used. Possibly the use of temporary staff could be used as well. It is anticipated that no additional staff will be requested.
 - Supplies: (both elections):
 - 8 bottles of disinfectant solution topical solution
 - 10 rolls of paper towels
 - 2 spray bottles for the solution
- Function F: **Training of clerks and judges** – this is being handled remotely only. No staff or supplies will be needed for this function
- Function G: **Clerk Equipment/Supplies/Ballot Pickup and Delivery**
 - Staffing (both elections): 2 staff complete this process. It is expected that management staff will be used. Possibly the use of temporary staff could be used as well. It is anticipated that no additional staff will be requested.
 - Supplies: (both elections):
 - 2 bottles of disinfectant solution topical solution
 - 5 rolls of paper towels
- Function H: **Election Day**
 - Staffing (both elections): 6 staff complete this process. It is expected that management and LR staff will be used. It is anticipated that no additional staff will be requested.
 - County staff may be asked to redeploy to city/townships if they need election judges or cleaning staff.
 - Supplies: (both elections):
 - 4 bottles of disinfectant solution topical solution
 - 6 rolls of paper towels
 - 1 -2 small hand sanitizer for poll watchers
- Function I: **Post Election Duties**
 - Staffing (both elections): 6-8 staff complete this process. It is expected that management and LR staff will be used. It is anticipated that no additional staff will be requested.
 - Supplies: (both elections):
 - 4 bottles of disinfectant solution topical solution
 - 6 rolls of paper towels
- Function J: **Canvassing Board**

- Staffing (both elections): 1-2 staff complete this process. It is expected that management It is anticipated that no additional staff will be requested.
- Supplies: (both elections):
 - 1 bottle of disinfectant solution topical solution
 - 1 roll of paper towels

Division Director Comments

There are many unknowns with this year’s state and federal elections. I have heard from a couple of Counties that they are expecting the Absentee process to include 30-40% of all ballots cast to come through this avenue. If that does occur, we, as a County, will need to pull many more people from other departments to assist. We are anticipating that at some point during the General Election, if the onslaught of ballots is received via the absentee method, that there may be a need for up to 30-40 additional people to assist.

The last 2 weeks of each election will consume an enormous amount of time. Overtime is being granted for staff that have the capacity to work it. Staff already have been working evenings and weekends to get the online queue in the state’s system up to date. It is also expected that the Absentee locations hold more weekend hours for voters to come in person to vote in order to avoid the polls on election day. That schedule is currently being worked on. (hopefully we have the staff who will work those hours at least on the 3 Saturdays prior to Election Day for both the Primary and the General).

Supplies listed on this report are also very high-level estimates as they need will really depend upon what the traffic is for absentee processing.

Strategic Branch Comments

Considerations for next steps:

- Continue contingency planning for the possibility that some in-person voting will be happening
- Develop a process for training election judges remotely
- Since polling places will not be in county buildings, clarification of responsibilities for PPE and sanitation will need to be discussed with city/township partners to ensure safety
- This is a work area that needs direction from the state before detailed planning for what it will take to provide safely for an election. Review and refinement of this plan should occur once additional guidance is received from state election officials.

County Administrator Comments

Absentee voting at Central Shop if it moves forward will need very specific spacing and cleaning protocols developed. Will need additional staff to help in this cleaning.

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

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

Elections are a mandated service. Plan is currently in effect as of June 26, 2020 (general office duties and AB).