



# Operations Report

Department:	Zoning Administration	Date:	March 23, 2020 Update: 7/13/20 Update 6/8/21
<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: Land Use Permit Processing

### Protocols

- Staff will encourage all Land Use Permit Applications and information are submitted via email. If necessary, use the drop box in the hall or mail. If Applicants want to drop off information in person an appointment is encouraged.
- Staff will encourage all payments be made through the mail, drop box, or in person.
- Permit information will be sent to other departments/agencies through email. All comment memos will be sent back via email.
- Planning Reports & Planning Commission meeting agendas will be posted on the County website and be emailed to applicants, township boards and the Planning Commission.
- Hearing notices and web site will encourage the public to contact the Department via email/phone/mail with questions/comments prior to the Planning Commission meeting rather than attending the meeting.

### Public Meetings:

- Public hearings will be held in person at the Public Works Building. Planning Commissioners, Applicants and the public may attend in person or via Zoom.
  - Planning Commissioners, Applicants and the public who participate via Zoom will be advised to contact staff for information on how to join the meeting and participate.
  - Signs will be posted clearly marking visitor exit and entry routes to the meeting room.
- At Planning Commission meetings (Public Hearings), chairs will be setup for the applicants and individuals that want to attend.
- Where large crowds are expected, Visitors will be asked to wait in the hallway outside the meeting until their item is discussed.
- 4 Commission members must be present to constitute a quorum. If a Planning Commission member cannot attend the meeting in person, the member will be excused. If a quorum is in jeopardy due to absences, PC members will be asked to call in and participate in the deliberations remotely.

- Non-controversial Land Use permits will be scheduled on the County Board Consent Agenda with Board members encouraged to contact the staff planner with any questions/comments prior to removing the item from the consent agenda. Applicants will be advised that their presence is not needed at Board meetings provided the item is on the consent agenda.
- Keep website updated providing direction for customers to contact staff and how to receive services.

### **Function B: Building Permit Review and Addressing**

#### Protocols

- Planning Staff will review all building permits through Cityview with Blue Beam. Any interaction with the applicant or other staff will be via email through the Cityview portal or by phone.
- An address is issued when a building permit is applied for on a vacant lot/parcel. Zoning staff needs access to Cityview, Aumentum, the County Address Point Editor system, and an excel spreadsheet that Jason Allen tracks to get address markers made and installed.

### **Function C: Code Enforcement**

#### Protocols

- Complaints are primarily generated through email, phone calls and through the mail.
- All communication on complaint activity should be done via phone, email and video conferencing.

### **Function D: Responding to Public Questions**

#### Protocols

- Planning and Resources Management (PRM) counter is under construction and we will use the Health and Human Services (HHS) lobby for customer services.
- Post signs in GCW hallway and in HHS lobby which include a directory of employees including employee and department phone numbers. Continuing encouraging customers to complete activities electronically or by appointment.
- Continue to provide services via Cityview, phone, email and video conferencing.
- If necessary, in-person meetings at the counter will occur by appointment.

### **Function E: Development Review Team (DRT) Meetings/Special Meetings & Open Houses**

#### Protocols

- DRT meetings will be held in meeting rooms at the Courthouse and continue to be offered as Microsoft Teams meetings for those that would prefer to attend remotely.
- Administrative Assistant will schedule Microsoft teams meetings and email agenda & directions to affected county and agency staff, townships, applicants and their professionals.
- Staff will utilize on-line town hall platform *Speak Up Scott County* to solicit public feedback on planning or zoning projects.

## **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: Land Use Permit Processing**

- Planners & Administrative assistant have laptops to support them working remotely.
- Rotate staff to permit them to work remotely with one in the office each day.
- Administrative Assistant will need to be in the office periodically for mailing of public hearings and planning escrow invoices.
- Supervisors continue daily supervision/communication with staff via phone/email/in office discussion to assess status of overall work, assign projects and manage process.
- Continue weekly staff meeting with zoning staff Teams/conference call to manage workload and flow
- Continue by-weekly Internal Development Review Meeting via Teams with other county department staff to manage permit application status.

### **Function B: Building Permit Review and Addressing**

- Planners have laptops to support them working remotely. These functions can be performed remotely.

### **Function C: Code Enforcement**

- Code Enforcement Officer has a laptop to support working remotely however he will need to access County cars for field work.
- Code Enforcement Officer will maintain his daily calendar in Outlook including time, location and purpose for all inspections.
- Supervisors continue daily supervision/communication with staff via phone/email/in office discussion to assess status of overall work, complaints and needs.

### **Function D: Responding to Public Questions**

- Rotate staff to permit them to work remotely with one in the office each day.

### **Function E: DRT Meetings/Special Meetings and Open Houses**

- DRT meetings will be held in person with a virtual option for those who choose to attend remotely. Administrative Assistant will schedule Microsoft Teams DRT meetings and email agenda & directions to affected county and agency staff, townships, applicants and their professionals

## **Division Director Comments**

The Zoning unit consists of five (5) employees. Staff provide non-critical services. Staff is well-equipped to work remotely or work within the confines of their private office or cubicle. Most all interactions with the general public have been and will continue to be performed via phone, text or email. On rare occasions when staff need to provide face-to-face

interaction (i.e., one-on-one consultations with landowners, developers, township officials, business owners; board presentation; small collaboration sessions, etc.) I am confident they will practice social distancing.

6/8/21 update: This “Re-Opening OSPs” for Zoning Administration is to be in effect as of June 14, 2021, to coincide with building re-openings. Per the Governor’s most recent executive order, this OSP considers appropriate protocols and procedures related to meeting in close proximity, in closed spaces, where masking and additional PPE may need to be utilized. This OSP continues to consider improved safety and service delivery adjustments based on learned best practices. Zoning Administration will follow all organizational guidance on re-opening, in addition to the details established in this OSP.

**Strategic Branch Comments**

**County Administrator Comments**

County Administrator Signature \_\_\_\_\_