

**BALDWIN
COUNTY PHASED
RE-OPENING
PLAN**



The Baldwin County Commission and other Baldwin County elected officials understand the burden placed on our citizens by COVID-19 and the order to shelter in place.

Currently, most government services are being handled online, by phone or mail/dropbox. However, some services must be done in person. This plan proposes ways that these services can be safely offered again. The options can be effectively scaled up or reduced if positive COVID-19 cases rise in our communities.



GUIDELINES

OPENING UP

AMERICA AGAIN

METHOD



- In accordance with the White House and Centers for Disease Control (CDC) guidelines for “**Opening Up America Again**”, the following is a proposed phased approach for restarting face-to-face services in Baldwin County.
- This proposed plan starts with restricted access to the highest customer volume services in the county which can be expanded quickly while mitigating the risk of COVID-19, protecting employees and vulnerable populations while serving the needs of our citizens.

Phase I

Core Responsibilities

- **Protect** the health of everyone in our facilities – customers and employees.
- **Serve** our customers as safely, efficiently and conveniently as possible.
- **Monitor** conditions and take action to expand operations as soon as we can responsibly do so.
- **Respond** to any outbreaks depending on severity.

Key Strategies

- Continue to keep facility common areas and lobbies closed to avoid groups congregating.
- Social distancing.
- Training and use of appropriate personal protective equipment (PPE).
- Sanitation.
- Controlled use and disinfection of common and high-traffic areas.
- Monitor workforce for indicative symptoms. Do not allow symptomatic people to physically return to work until cleared by a medical provider.
- Limiting amount of time a customer is required to physically be in the office to complete their transactions.



**SAFETY AND
SECURITY
RECOMMENDATION**

Public feedback reveals that many citizens are experiencing high levels of stress and agitation.

Law enforcement or other trained personnel should be contracted to control the flow of customers and for the safety of employees and customers, and crowd/walk-up control.

Departments utilizing this service should cover the cost.

Public Hearings and Planning Meetings

**PLANNING
COMMISSION,
BOARDS OF
ADJUSTMENT
AND
ARCHITECTURAL
REVIEW BOARD**

STAFF

- Will be kept to the minimum for conducting the meetings.
- Staff members with specific duties depart once their duties are completed to minimize exposure.
- PPE will be worn in accordance with CDC guidance.
- Face coverings and gloves should be provided for the Planning Commission/Board members.

SEATING

- Chairs arranged in order to achieve at least 6 feet of separation.
- Chairs for Planning Commission/Board members should be spaced accordingly and relocated from their normal positions as necessary. As an example, the chairs at the Central Annex auditorium could be moved from the stage to the floor depending on the number of members in attendance. In addition, member attendance could be limited to the number necessary to obtain a quorum.

PLANNING
COMMISSION,
BOARDS OF
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AND
ARCHITECTURAL
REVIEW BOARD.

People who would like to speak should remain outside the meeting hall until their case is called. Staff can contact individuals via text to ask them to enter the meeting hall. Appropriate distancing will be maintained.

Areas will be sanitized between speakers.

Information on these efforts will be included with the public notices.

Applicants and interested citizens will be encouraged to choose spokespeople in an effort to limit the number of people in the meeting halls.

Applicants and citizens will be encouraged to wear face coverings and gloves (not provided by the county). This information will also be included in our notices.

Interested citizens will be encouraged to submit comments by email, fax, phone or mail prior to the scheduled meeting if they do not wish to attend.

Areas will be sanitized at the conclusion of the meetings.

**High Customer
Volume
Departments**

**HIGH VOLUME SERVICES
REQUIRING FACE-TO-FACE INTERACTION**



REGISTERING A VEHICLE
(INCLUDING BOATS) IN
BALDWIN COUNTY



DRIVER'S LICENSE
RENEWALS



VEHICLE TAG RENEWALS

Appointments Only:

The Solution for Providing In-Person Services

The appointment only model mitigates the spread of germs and provides other benefits including:

- Keep crowds from congregating hours before opening.
- Remove the burden of long wait times which is especially difficult for the elderly and vulnerable.
- Help citizens who take time off work and those who lack childcare.
- Keep customers from waiting in their vehicle potentially for hours before their turn.
- Assist essential personnel avoid lengthy unknown wait times associated with the current sign-in sheet model.

Initial Process For Making Appointments

- Probate staff to begin scheduling appointments 1 week prior to 1st face-to-face interaction.
- Calls for appointments to be routed to Probate staff trained in the appointment process.
- High call volume expected. Callers can remain on hold until served.
- No one gets a busy signal.
- Appointment scheduling staff to be separate from current Probate call takers.

Train one person and one backup to handle all appointment calls

Train one person at each location to handle appointment calls for location

**COMPLETE
WORK BEFORE
CUSTOMER
ARRIVES**

- Customer will be informed of everything they need to bring in during call.
- Before appointment, customer will be given cost and payment information.
- Customer information will be entered in Probate software to minimize time spent in office.
- Recommend appointments only be scheduled up to 7 working days ahead of time.
- Process improvements will be made as lessons are learned.

**RECOMMENDED
IN-PERSON
CUSTOMER
VOLUME PER
LOCATION
PER DAY**

Initial plan is to ensure a maximum of ten customers in any office at one time to ensure there is adequate spacing.

The following recommendations for number of appointments per day is the projected minimum and can be easily increased if it is determined that spacing will allow and numbers from public health continue to show no resurgence.

At supervisor's discretion customer can be asked to provide details over the phone explaining why they did not renew online or how many documents they have to record and more daily appointments made based on specific needs.

INITIAL RECOMMENDATIONS FOR IN-PERSON CUSTOMER VOLUME PER LOCATION PER DAY

VEHICLE REGISTRATION/TAGS

Four vehicle registration or tag customers in the facility at one time. Appointments made in 45-minute intervals would allow 40 registration/renewal appointments per location per day.

RESERVE

Recommend that initially 20 of those at each location each day be reserved for vehicle registration to cover circumstances that prevent online transactions.

DRIVER'S LICENSE RENEWAL

Eight customers per location per day. Most who have not renewed online have issues that must be resolved in person before the renewal can be processed.

RECORDING

Eight customers per location per day in locations where there is only one recording officer.

OTHER STAFF DUTIES



Enter data for upcoming appointments.



Make follow-up calls to ensure customer has total cost.



Clean their station before their next customer arrives.



Assist with daily phone calls.



Fact: since March 1st Probate licensing staff averaged 350 calls per day.

ADDITIONAL RECOMMENDATIONS

The first ten working days' appointments will only be made for:

- Vehicles purchased prior to May 1
- Tags that were due for renewal prior to May
- Driver's license customers that were due for renewal prior to May



APPOINTMENT PROTOCOLS

- Customer will communicate the type of transaction they seek.
- Supervisor will identify time needed to complete transaction and assign appointment time.
- Supervisor will complete transaction and park it in designated cart or hand work to designated clerk to complete.
- Complex transaction types require a call back with cost.
- Cost will be discussed prior to customer visit.
- Customer will receive information on designated area to enter building.
- Customer will show ID in order to enter building.
- Person at the door will have appointment list to verify names.
- Goal = each customer in office 5-10 minutes to sign/pay/receive tags.

PRIOR TO IN OFFICE APPOINTMENT TAG RENEWAL CHECKLIST



PURCHASED FROM DEALERSHIP

- ✓ Title application from dealership
- ✓ Bill of Sale
- ✓ Dealer's Affidavit (if applicable)
- ✓ Proof of Insurance
- ✓ Copy of DL for every owner listed
- ✓ Appointment time will be given. Once documents are received, reviewed, and completed customer will be called back with cost

PRIOR TO IN OFFICE APPOINTMENT TAG RENEWAL CHECKLIST

PERSON TO PERSON SALE

Customer will fax/email the following documentation:

- ✓ **Title (front & back)**
- ✓ **Bill of Sale (notarized or two witnesses)**
- ✓ **Proof of insurance**
- ✓ **Power of Attorney Form (customer will use the signature pad only)**
- ✓ **Appointment time will be given and customer will receive a phone call with cost once faxed/emailed documentation is received, reviewed, and completed.**



PRIOR TO IN OFFICE APPOINTMENT TAG RENEWAL CHECKLIST



VEHICLE TAG RENEWALS

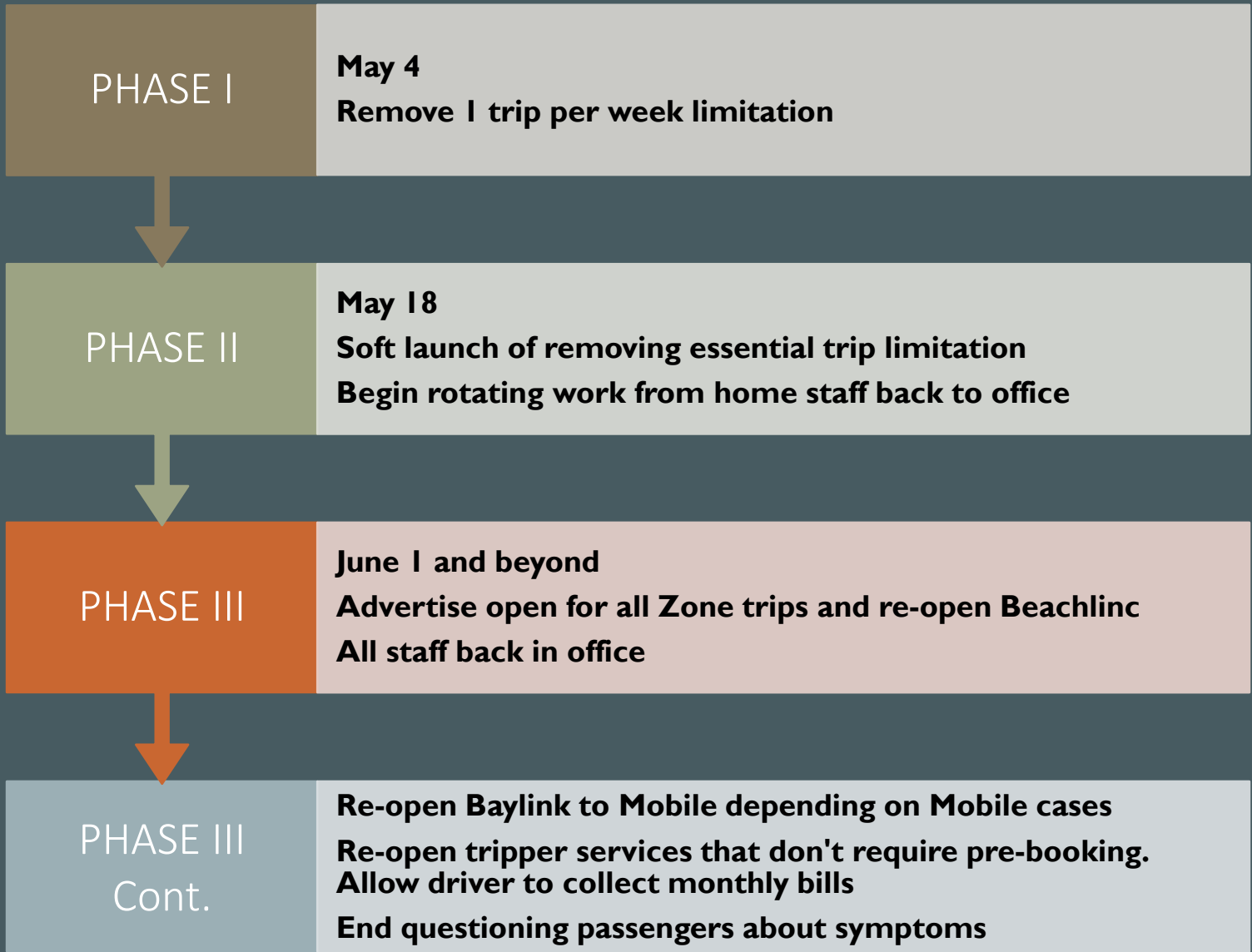
- ✓ **Determine number of renewals customer needs processed**
- ✓ **Complete data entry by phone*, provide cost and schedule appointment**
- ✓ **If renewal process reveals an MLI issue, attempt to clear up over phone to avoid customer being in office for extended amount of time**

*More than 4-5 renewals will require a call back with the cost

Other County Departments & Agencies

BRATS PHASED REOPENING

- Continue to question passengers about symptoms during the booking process until our tripper services (Baylinc, etc.) that do not require pre-booking are live.
- Continue to limit number of passenger per bus to 3 for medium buses and 2 for minibuses until social distancing recommendations are lifted. Continue to space out seating.
- Continue safety precautions for drivers (social distancing from passengers, masks, etc.) until social distancing recommendations are lifted.
- Continue to bill passengers in arrears for fares until further notice.





**COUNCIL ON
AGING**

PHASE I - Week of May 4

Appointments only in office to limit number of people in office at same time.

PHASE II - Week of June 1

- If social distancing restrictions are lifted, open SAIL Center and resume activity classes at Council on Aging.
- Resume home client assessments.

ONGOING

Maintain social distancing guidelines in office.

Clients will be asked to arrive wearing a mask for appointments.

Create distance barriers in reception area.

Maintain 6 foot distance in office with clients.

Continue homebound meal delivery and grocery pick up/delivery until social restrictions are lifted.

CORONER'S OFFICE

- Begin releasing property and cremains back to families on May 4. This will be done outside the facility and on an appointment basis. The morgue area is still to be considered a “Hot Zone”, so meeting families outside will prevent unnecessary exposure to the public.
- Allow outside vendors inside the facility to perform sterilization, then complete repairs to the facility that were suspended on March 15th.
- Otherwise will we resume normal operations adhering to less than 10 persons and social distancing indoors.

BOARD OF REGISTRARS

- Currently all office locations, Bay Minette, Fairhope and Foley, have been staffed to handle phone inquiries.
- Since it is a standalone facility, the voter registration office in Bay Minette, has been assisting customers as needed by appointment only per the guidance of the Secretary of State.
- Continuing business as usual much as possible via phone calls, through the mail and online through <https://www.sos.alabama.gov/alabama-votes/voter/register-to-vote>.
- Investigating options to provide documentation on display racks outside specific offices to ensure social distancing.

ANIMAL CONTROL

Continue taking calls and dispatching Animal Control Officers (AOC) for aggressive dogs and strays.

Social distancing will be practiced.

Appropriate PPE will be worn by staff in the office, when meeting with customers and in vehicles.

Adoptions

- By appointment only.
- Dogs of interest will be brought to the outdoor dog run area of the shelter to insure adequate space for social distancing.
- All required transactions will be conducted outside.

Redemption of Dogs

- Same process as adoptions regarding outside the office viewing of animals and transaction.
- Proof is required for redemption i.e. vet bills, pictures of animal, rabies certificate and photo ID owner.

Phase II

**Phase II begins with 14-day
downward trend of positive COVID-19 cases
in Baldwin County**

- Keep lobbies/common areas closed so people do not congregate.
- Offer more appointments and limited walk-in options for Probate Services.
- Begin offering appointments for other agencies as needed based on requests from customers and with input from supervisors.

Phase III



- Resume activities in the workplace applying lessons-learned to better serve our communities.
- Incorporate efficiencies such as virtual queuing and payment kiosks to provide long-term benefits for our customers and staff.
- Improve the customer experience across all offices.
- Increase safety by creating less crowded lobbies and shorter wait times.
- More efficiently allocate resources based on data-driven needs assessments.
- Proactively serve citizens rather than reactively responding.
- Mitigate impacts of future events.

Phase IV

PHASE IV LOOKING AHEAD

Ensure readiness for the next pandemic by implementing new processes and technology.

Today's technology makes it possible for most transactions to be done online. Review policies and processes to make this easier for citizens.

Consider ways to absorb some convenience fees currently passed on to citizens in exchange for more efficiency.

Have multi agency discussions to identify ways to streamline and share all automation.