

Topic: Opening Lobbies to Public

Question by: Jewel Moore

Jurisdiction: Louisiana

Date: September 17, 2020

| Jurisdiction | Question(s) |
|-----------------------------|--|
| | <p>I am checking to see where your offices are, in regards to re-opening your lobbies to the public and your customer service procedures for the front desk staff, in that event. Kyle from Iowa had sent out an inquiry back in May about this subject, so I am asking for an update on the situation in your state now. I realize this could depend on what ?Phase? your state is in. Here in Louisiana, we have just moved to ?Phase 3?, so we're trying to formulate a plan as we go forward----we will definitely continue practicing social distancing and wearing masks, so those are a given.</p> <p>Some points of Interest:</p> <ul style="list-style-type: none"> --lobby open with restrictions on the number of customers allowed in or no restrictions? --still by appointment only? --still checking temperatures? --employees physically helping customers in the lobby area at kiosks, or staying behind the counter? |
| Manitoba | |
| Corporations Canada | |
| Alabama | |
| Alaska | |
| Arizona | |
| Arkansas | |
| California | |
| Colorado | |
| Connecticut | |
| Delaware | |
| District of Columbia | <p>In DC we are not open to public for in person visits.</p> <p>All of our business filings and other services are done online and by mail.</p> <p>In this trying time one can never be too careful so I am glad public building access is closed for foreseeable future.</p> |
| Florida | |

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| Georgia | |
| Hawaii | |
| Idaho | |
| Illinois | |
| Indiana | <p>The government center is now open to the public in Indiana. However, our office is still by appointment only. We have been able to work people in who do not have appointments, and number of unscheduled customers varies widely from day to day.</p> <p>The appointment scheduler has been very helpful for re-directing or preparing people for their appointments, and we plan to continue with this process even once the health emergency has ended.</p> <p>Our staff members sit behind a glass wall, which is helpful and we have indications on the floor in the lobby for social distancing. Masks are required.</p> |
| Iowa | <p>Iowa's lobby remains closed with a tentative open date of late September (this could very well be extended).</p> <p>Iowa's first phase for opening will be by appt only.</p> |
| Kansas | |
| Kentucky | |
| Louisiana | |
| Maine | |

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| Maryland | <p>Our Charter division isn't open for in-person visits as we are working with other state agencies to move it from the 8th floor down to the lobby. However, once it does open it will be appointment only and the customer may not bring in guests (including children), unless it is a caretaker of some sort. Only 4 customers will be allowed in at a time (plenty of room for social distancing), and customers who arrive early or are not expected may be asked to wait outside and will receive a text when they can come in. There will be plastic barriers between employees and customers, and employees will stay behind the counter. Each hour, employees will be responsible for wiping down the customer-side of the surface.</p> <p>Maryland government offices are performing COVID screenings, but are not temperature checking. Everyone inside the building is required to wear a mask.</p> <p>We will be using an appointment scheduling application, either through NIC, Maryland or Microsoft Office (the application apparently comes with the license, so if your team uses Microsoft Office and doesn't have an appointment scheduling solution, I'd recommend you check this out).</p> <p>Our Department also assesses real property and has 24 offices throughout the state. Although they aren't appointment only, some of those offices have reopened using the other procedures mentioned above and everything seems to be going well.</p> |
| Massachusetts | <p>Massachusetts? office remains open and available to the public. The building restricts the amount of persons permitted on each floor. Most days we do not have enough people, at one time, on the floor which would require people to wait in the building?s lobby.</p> <p>Our employees assist the public behind plexiglass windows and are required to wear masks. The public is required to wear masks the entire time they are on the premises.</p> |
| Michigan | |
| Minnesota | |
| Mississippi | |

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| Missouri | |
| Montana | |
| Nebraska | <p>Nebraska?s office is open to the public by appointment only (has been since June 15). We limit the appointments to 30 minutes slots (we will allow longer if they call and request and the request justifies a need for a lengthier appointment) for one person/group at a time due to the size of our lobby. We do not take temperatures and are not allowed to require masks (although we do recommend them and all but maybe one or two people have complied).</p> <p>We use a free electronic scheduler that works great (Setmore) that allows the public to schedule themselves online through our website or we can schedule if they call to request an appointment. We have a sliding glass window at our front counter that we can open as needed to hand papers back and forth. We wipe down the doors and counters between each appointment.</p> <p>We have signs posted on our doors (although most customers do not take time to read them regardless of the color and font used) saying we are only open by appointment and to not enter until we have called. We do not have a lock release button at our front counter installed yet so have had issues with the public walking in during another person?s appointment and we have to request they leave which is not ideal.</p> |
| Nevada | |
| New Hampshire | <p>Per order of the Commissioner of Administrative Services, the State House Campus (and customer lobby) remains closed to the public. All business with the public is conducted online, by phone, or email.</p> <p>Currently, all transactions can be done using our website, with the exception of reinstatements and certified copy orders. Reinstatements must be done by mail. Certified copy orders are accepted by phone or email, and sent by mail or email, along with an invoice for payment. Service companies and law firms with ACH accounts may submit filings and receive evidence via email. We do not offer a dropbox, but staff will meet a customer at the front entrance to receive documents (generally writs) if they call when they are outside.</p> |
| New Jersey | |

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| New Mexico | |
| New York | |
| North Carolina | <p>The North Carolina Secretary of State office has opened the lobby to appointment document drop-off customers only. We have explicit instructions online to be prepared for the drop-off appointment and we send emails at the time of making the appointment with those same restrictions.</p> <p>One customer is permitted into the lobby at a time, unless a second is needed for translation purposes and the appointments are scheduled 30 minutes apart. The appointments are made online and confirmed the day prior by our staff calling the appointee. Our building is locked, so when they arrive they were provided a telephone number for someone to let them into the lobby.</p> <p>We have a secondary door for funeral home and emergency authentication appointments, which are not online and entered on the calendar by calling the authentication staff. When the customer arrives, they call the telephone number provided and someone goes to that door to receive the documents. They are then called back later in the day to pick up the documents.</p> |
| North Dakota | <p>We opened for walk-ins when the capitol building opened to the public ? on June 1, 2020. On our door is a sign that states: ?This office takes precautions to prevent the spread of Coronavirus (COVID-19), including promoting 6? social distancing.? A mark is on the floor, indicating where the entering customer should stand. Upon entry, a sign directs them: ?Please wait on the mark on the floor for assistance.? Of the three customer stations, only two are available (the middle one is not), to allow for physical distancing. Only two customers are allowed in the customer area at a time. Additional customers are asked to wait out in the hall until a customer leaves. (Exceptions have been made for customers who request someone be with them.) Waiting chairs have been removed. We no longer require appointments. Anyone entering the capitol building - public and staff - are subject to a wellness screening, which includes temperature checking. Our staff help customers at customer service stations on which we have installed wellness barriers. We have also added a wellness barrier to the receptionist area.</p> |

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| Ohio | <p>We opened our Client Service Center on May 1st and all is going well so far. We limit the lobby to 2 customers at a time and have markings on the floor to keep customers at least 6 feet apart. We have plexiglass at the counter so our staff stay behind it at all times. Also, we use one time use pens for customers ? they can keep the pen or throw it away. We do not take temperatures of customers or require appointments, but we have a sign on the door instructing people not to come in if they have a fever or other symptoms and we instruct all customers to wear a mask. Hand sanitizer is provided at the entrance and on the counter for customers. Employees have to take their own temperature before coming to work. We have limited computer stations to one for customer use and keep alcohol wipes and hand sanitizer near the computer for cleaning between uses.</p> <p>We are encouraging online services whenever possible and we also have a dropbox outside of the Client Service Center that our security guard monitors so a customer has the option to drop something off and we will process it and mail the response if it is not urgent to receive that day.</p> |
| Oklahoma | |
| Oregon | |
| Pennsylvania | |
| Rhode Island | |
| South Carolina | |
| South Dakota | |
| Tennessee | |
| Texas | |
| Utah | <p>Our office in Utah remains closed to the public. Most of our services can be provided online and as a result of the building closure our online adoption rate has been high. The reopening will likely be in steps that will include a dropbox in the lobby and eventually a limited number of people will have access to our service counters with staff safely behind glass windows.</p> |
| Vermont | |

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| Virginia | |
| Washington | <p>Some points of Interest: --lobby open with restrictions on the number of customers allowed in or no restrictions? Yes, limited number of people, check in at parking lot, not standing/waiting. --still by appointment only? We are considering this method for in person, our curbside service has been popular and in-person limited --still checking temperatures? Yes, we have a set of state mandate checks to perform via temp check and questions. --employees physically helping customers in the lobby area at kiosks, or staying behind the counter? Behind counter, spaced every other window (5) Our most popular adjustment has been curbside service. Each of the parking stalls have a numbered sign with a number to call (check-in). upon receiving a call one of our staff go to the vehicle collect documents + payment, return to the office and complete the filing, and return to the vehicle and deliver the completed/filed documents. Because of this service few have found it necessary to come inside. We are completing between 25-50 curbside transactions per day.</p> |
| West Virginia | |
| Wisconsin | |
| Wyoming | |

Additional comments:

Full text of email:

Greetings from Louisiana:

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Any input would be appreciated and thanks in advance.

Stay Safe!

Jewel Moore
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*<https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sos.la.gov%2F&data=02%7C01%7Cpviverto%40azsos.gov%7Cf08569efa2e54f7059d608d85b0e536b%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637359464401225633&data=LBblgiPiuHyuJOSTY5dRin6rLeugDc6AK6VGNmmO1mo%3D&reserved=0>
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