

STATE OF KANSAS)
WYANDOTTE COUNTY)) SS
CITY OF KANSAS CITY, KS)

SPECIAL SESSION, THURSDAY, SEPTEMBER 17, 2020

The Unified Government Commission of Wyandotte County/Kansas City, Kansas, met in Special Session, Thursday, September 17, 2020, with ten members present on line: Bynum, Commissioner At-Large First District; Burroughs, Commissioner At-Large Second District; McKiernan, Commissioner Second District; Ramirez, Commissioner Third District; Johnson, Commissioner Fourth District; Kane, Commissioner Fifth District; Markley, Commissioner Sixth District; Walters, Commissioner Seventh District; Philbrook, Commissioner Eighth District; and Alvey, Mayor/CEO presiding. Townsend, Commissioner First District; was absent. The following officials were also in attendance: Doug Bach, County Administrator; Carol Godsil, Deputy Unified Government Clerk; Alan Howze and Emerick Cross, Assistant County Administrator's; Rick Mikesic, Director of Revenue/County Treasurer; Andrea Parra, Deputy County Treasurer; Kathleen VonAchen, Chief Financial Officer; and Bruce Newby, Election Commissioner.

MAYOR ALVEY said before I call the meeting to order, I want to announce that due to COVID-19, we have individuals attending remotely. All participants joining by phone should mute their phones when not speaking to avoid background noise. During the meeting, please make sure that you announce yourself by name and title every time you speak so that the public participating knows who is speaking. This is critical given the number of remote participants in his current guidance from the Kansas Attorney General.

MAYOR ALVEY called the meeting to order.

ROLL CALL: McKiernan, Ramirez, Johnson, Kane, Markley, Philbrook, Bynum, Burroughs, Alvey.

NOTICE OF SPECIAL SESSION of the Unified Government of Wyandotte County/Kansas City, Kansas, to be held Thursday, September 17, 2020, at 5:00 p.m. by way of ZOOM for a

presentation by the Election Commissioner followed by an overview of the Motor Vehicle operations.

Due to COVID-19 the public will be able to observe or listen to the meeting live on YouTube or UGTV or through ZOOM.

CONSENT TO MEETING of the governing body of Wyandotte County/Kansas City, Kansas, accepting service of the foregoing notice, waiving all and any irregularities in such service and in such notice, and consent and agree that we, the governing body, shall meet at the time and place therein specified and for the purpose therein stated.

Mayor Alvey said tonight we have a presentation from the Election Commissioner followed by an update on Motor Vehicle operations. I will turn it over to Mr. Bach to introduce staff.

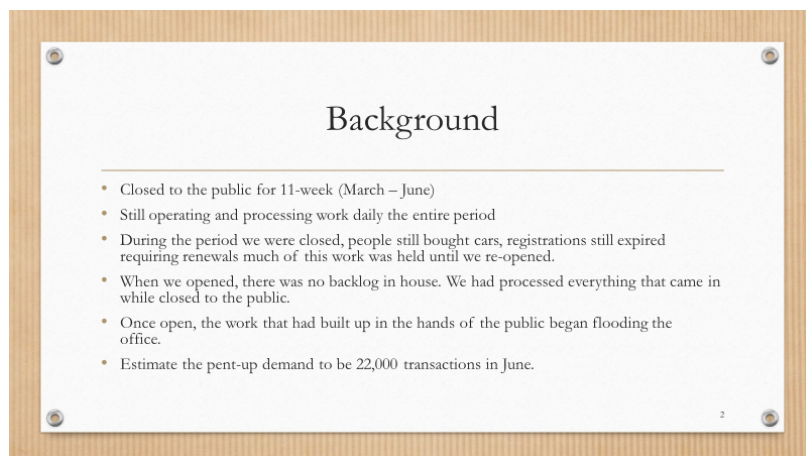
Doug Bach, County Administrator, said we are honored this evening to have our Election Commissioner come over and visit with us this evening. With this being a Presidential year, there is a lot going on with what's happening with our election process, so Mr. Newby has offered to come over and tell us about everything that's going on through his process in this upcoming election.

Rocki Mayes, County Administrator's Office, said I think Mr. Newby was having difficulties getting called in. He's logged in to share his screen, but Emerick is working with him right now. **Mr. Bach** said I did tell my Motor Vehicle staff they would be coming in later. Do we have Rick and Andrea on the line? **Ms. Mayes** said we do. **Mr. Mayes** said, Mayor, would you like to wait a few minutes for Mr. Newby to see if he can come on or would you like us to move forward to our Motor Vehicle presentation? **Mayor Alvey** said let's give it a couple minutes, but if not, we can move on. **Mr. Bach** said we will standby. **Mayor Alvey** said I can see Mr. Newby; it looks like he has appeared on the attendees. **Mr. Newby**, can you hear me? **Ms. Mayes** said he is not on yet. That's just computer. He doesn't have audio. **Mayor Alvey** said let's go ahead and move forward. **Mr. Bach** said we can promote them up and if he's able to get on while we're getting everything going, then we can always press the pause button.

Mr. Bach said with all the activity that we've had this year regarding Motor Vehicle, we thought it would be timely to come forward to the Commission and give you a direct update from our County Treasurer, Rick Mikesic and the Deputy, Andrea Parra and let them talk about activities that have been going on out at the Motor Vehicle Center. This year really, as what things have happened with COVID, and then the steps of items that have happened since then, so with that this department works under the Chief Financial Officer, Kathleen VonAchen. However; I believe Rick is going to start the presentation, so I will turn this over to Rick and let him take it from there.



Rick Mikesic, Director Revenue/County Treasurer, said I appreciate the opportunity to present to all of you tonight. The Motor Vehicle operations had basically significant impacts that occurred due to the pandemic, the closures, the need for distancing and all of those things and so it's quite a challenging situation that we're going through. We are well aware that the citizens are dealing with challenges just trying to get into the office and get their work completed. I'm looking forward to the opportunity to give an update, let everybody know where things are and how things have been going.



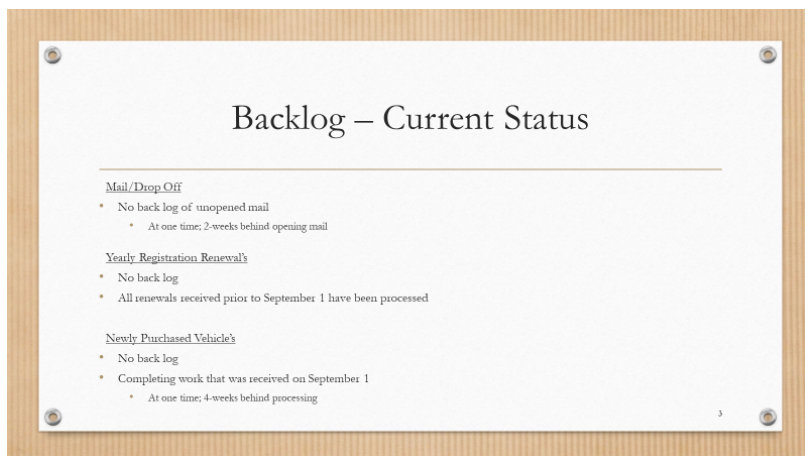
With that being said, I just thought I would give a little bit of a background. Tonight's presentation is an update on everything where we currently are, but just to give a little bit of a background. Our office was closed to the public for 11 weeks back in March through June. During that period our office was operating for individuals that sent in any of the work or dropped it off. We were processing everything that came in and answering emails the best we could and all those typical functions we were operating. We just didn't have people walking into the office.

During the time we were closed to the public, everything that occurs that causes people to need to come in to get motor vehicle work done still happened. People still bought cars, the registrations, the calendar clicked, and registrations became due and needed to be renewed. All those things still happened, so the work just didn't go away. We had a number of people that did reach out and brought their work in through other methods without having to come into the office, but too large a portion of the public simply were making the choice to just wait until we reopened to the public.

When we did reopen in June, on June 8th, at that time we had no backlog because we were working on everything, but it was like the proverbial floodgates opened and that's when everybody started trying to come in and get the work completed. The problem is that the system that we have in place simply wasn't designed to absorb all that additional work into the regular flow of process. We estimate based upon the statistics that we've looked at, that in June we were approximately 22,000 transactions behind where we needed to be. Now, those transactions weren't, as I said, sitting in our office at that time. They were still sitting in the hands of the public.

When all of those things are factored in that put us in a very precarious situation to try to make adjustments and make changes and get started going towards the road of getting all the work completed.

I'm going to turn it over to Andrea Parra who is the Deputy Treasurer and she is going to kind of give an update on the current status of where we are.

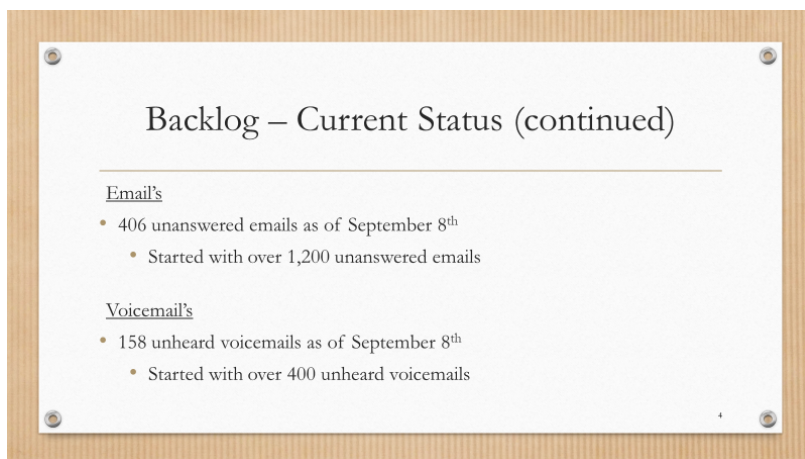


Andrea Parra, Deputy Treasurer, said I am going to kind of just dive in. There's a lot we want to go over, some information that I'm sure constituents have called and asked questions. I hope this is better serving and can better stabilize those questions and give them the answers that they are struggling to get.

Just kind of where the backlog was in comparison to where we are now. The current status is Mail/Drop Off work, we have no backlog. Everything that we've received from March through today has been opened, organized, prepped for next steps of processing. We were at one point over two weeks behind of even opening an envelope, let alone seeing what was inside and processing. For the yearly registration renewal's, we have no backlog. There is nothing sitting that isn't current month which would be September, getting those processed everyday regardless of how they're being brought in, online, by mail, or drop box. Also, at one point we were months behind there as well. Anything received prior to September 1, as noted, has been processed with the goal never to exceed the month we're in, so by September 30th anyone who has their renewal in our office will be processed and back postdate stamped to September 30th date.

Anybody that recently bought a new car, we have no residual backlog there either as Rick alluded to at the 22,000 transactions. There is still some delay but it's not because it's sitting in our office.

At one point we were over four weeks behind from what would have been March, April, May into June. We have got that all caught up and we are processing anything that we date-stamped received from that mail from September 1st and this week we've exceeded that week and now we're on the next week, so we're about two weeks out. Not ideal, but not as bad as it was.

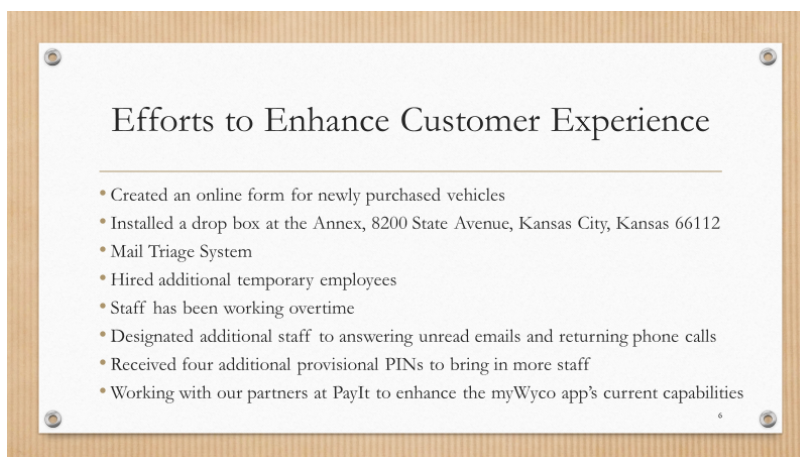


Continuing on, we also have some additional backlog items that we refer to which are our motor vehicle email which was at one point over 1,200 unanswered emails starting March 13th once we closed. We've got it down to about 406. Just to put kind of put into perspective, transitionally if we have one designated staff member, to give an example, only answering emails we can get 50 to 70 on average responded per day, but we're are also getting 50 to 60 incoming that very same day so we have so we have designated additional resources and we are moving staff to help get what would be more than one person at a time doing that and knocking that down as quickly as we can.

We also have a backlog of unheard voicemails. As of September 8th, we have about 158 of those and we were also up to about 400 when we were closed that we are also tackling the same type of process of getting in and answering, responding, apologizing, getting their information as much as we can.



Next I kind of want to give you all a visual of what that looked like during what would have been the worst of times. The picture on the left as of July 13th, that would be what our backlogged looked like. It came in buckets. It was not small by any means. That is our work that we had not even been able to open. We have triaged it all, organized it into what would be the picture on the right and as of September 3rd all of that worked on the left was processed, so it kind of lets you see what it really looked like at the worst and now what should be a normal visit to the office if you were to see it.



I just want to go over some stuff that we've done to better assist the constituents, the efforts we've put through in the last pandemic months. First and foremost, we created an online form for the newly purchased vehicles through Open Cities. It essentially gets you to kickstart your own title and registration process yourself through a question and answer type of form that self-guides you through what you'll need to submit to my office once you are prepared to do so. With that, we

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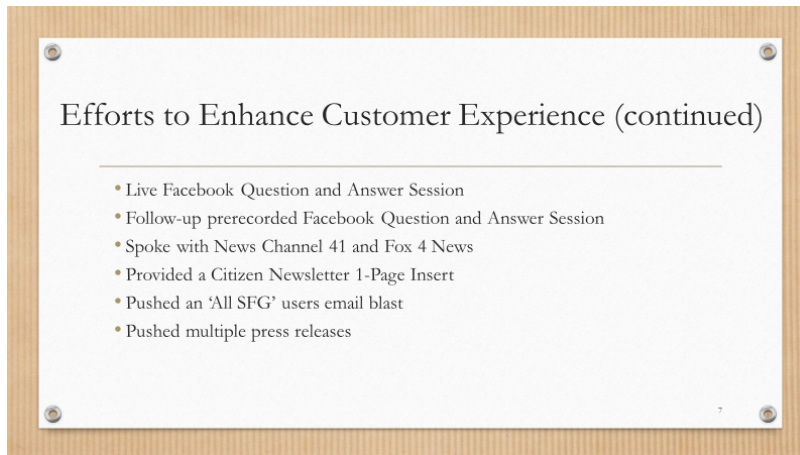
had to have a way for people to do that, so we got a drop box installed out at the Annex facility at 8200 State Ave.

As mentioned, we started doing a mail triage system that has continued to follow at the same process today, this morning, this afternoon. We have one temporary employee that comes in every day and assists with all organizational rules related to that process because it is not just simply doing a letter opener and opening an envelope. We really are very specific on the residents documentation, opening it, prepping it, dating it and making sure it's sufficient for process and that does take some time. Pulling staples is also something we have to do because we don't want to have scanning problems, so we have to make sure we get those out and ready.

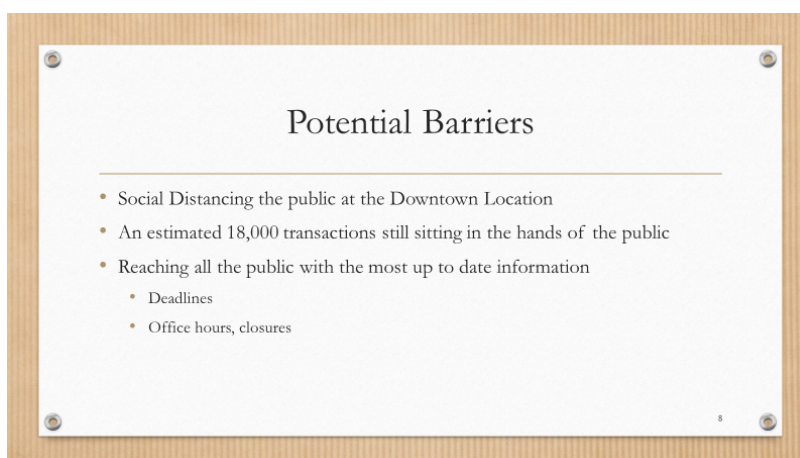
Like I mentioned, we hired some additional temporary employees. We are sitting with two right now that have been long-term and doing phenomenal for us with room for a few more. We also have staff that has been working overtime, coming in on their days off, Saturday mornings, staying late, coming in early, asking me in a text saying I have one more thing I need to do; yes, please do it. They really are doing all they can in their day.

We also, as mentioned, designated additional staff to answering the prior slides, unread emails and phone calls, one which is fulltime. Every other week she is at home, working from home strictly on email. Myself, Rick, our Administrative Coordinators, people in our office that have no motor vehicle experience have also been jumping in there. We're really trying to get everybody all hands on deck on that to knock that down as much as we can.

We were also given four provisional PINs to move additional staff over, hire some additional people to come in and learn and get those titles and those renewals and all that business work processed so that adds four more people to our FTE count. I have been working closely with our partners at PayIt to enhance the myWyco app to see what we can creativity whether it be permanently or temporarily pushed through that app instead of it coming in here manually, so we're working through some ideal opportunities there.



A few other things we wanted to mention; we did a Live Facebook question and answer session followed-up with public relations and recorded a second very version of that that we pushed that same day with additional response to questions that came from that live feed that we've answered. We did a report with News Channel 41 and Fox 4. We provided a pretty specific one-page Citizen Newsletter front and back that explained all of that public release type of information of where you can go, what you can and cannot do. We did a blast email out; we did a blast there. We pushed multiple press releases and we continued to update that information when and if something was to change and get it on our website. I'm the content editor. I do that as quickly as I can and get it pushed whenever something major has changed. Sometimes it was 10 times a day, but we did what we could to get that out there.

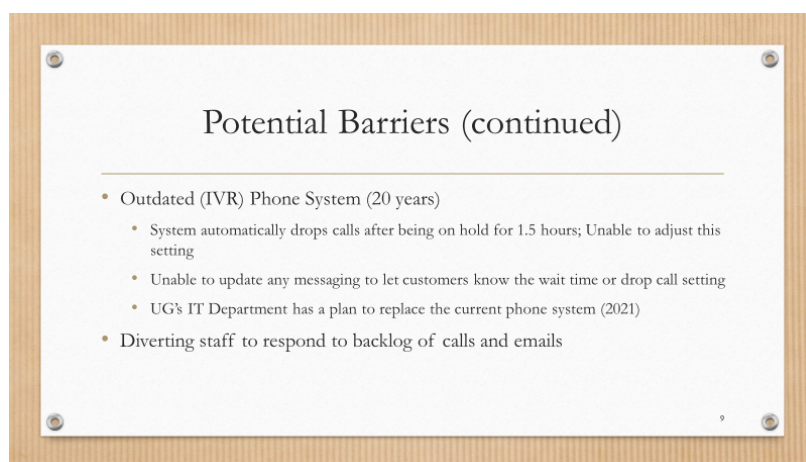


The next slide that I have is going to give you some of the barriers that we have. We are very much still running into those barriers. One of which, yes, we are still closed here at the Courthouse where I'm at today. The downtown location for motor vehicle has not reopened. Main first and

foremost is going to be because of social distancing. It's a lot different here than out at the annex out west which is behind glass. There is that logistical piece there, but we're working through all of that.

Again, we have to reiterate there is still an estimated 18,000 transactions still sitting at home in people's mailboxes or on their kitchen tables, hands of the public that had deadlines that were extended all the way to the end of the year that just want to come in and see us and they just haven't been able to get in yet. That's the unknown, the barrier that is the most scariest for us to consider is that it's not they're here, we can't get to them; it's that they're at home and they can't get in to do the business (inaudible). Of course, there is the drop box and we encourage everybody to use it, but there are situations that come up where you can't and we're here and we're trying to make that happen.

A big thing we have is things like tonight, getting the information out there, letting them know the deadlines, what the office hours are, what's closed, what can I do, what can I not do, how do we continue to push that information with all that's going on outside of our control. I can't get boots on the ground; I can't go door-to-door. I would offer that, but I can't, and I will not. So, how do we just continue to get that information to the resident about what we can and cannot do and where we are.

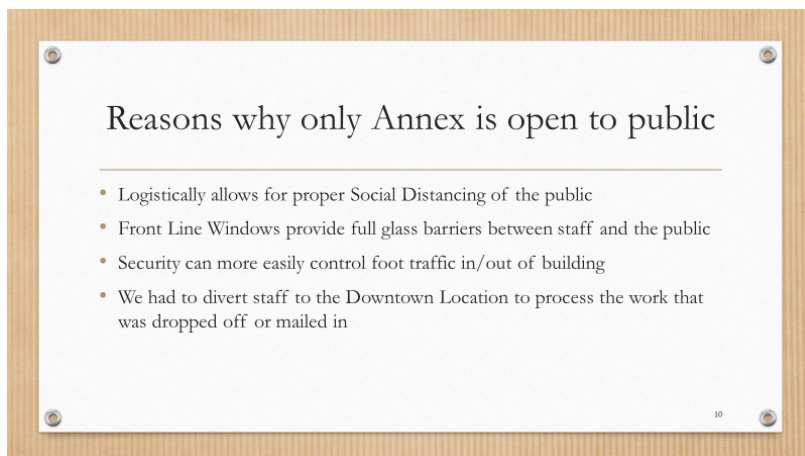


Continuing on with a few other barriers. We do have an outdated IVR Phone System that's about 20 years old. Yes, Rick and I will both admittedly agree that this system has been dropping calls and it is frustrating and there is no rhyme or reason. Unfortunately, we just can't get that replaced. It's unable to be changed, replaced or updated. I can't even tell someone how long their call is or

how long their wait is or give them a call back option. I can't give them messages about what's going on, where they can go, what they can do, because the system is just outdated and there's no way to change it, but we accept that there is a problem and we want a solution. The Unified Government's IT Department has a plan to replace it. We started that pre-COVID and we're going to keep pushing for that and continue to move forward in getting something replaced in 2021.

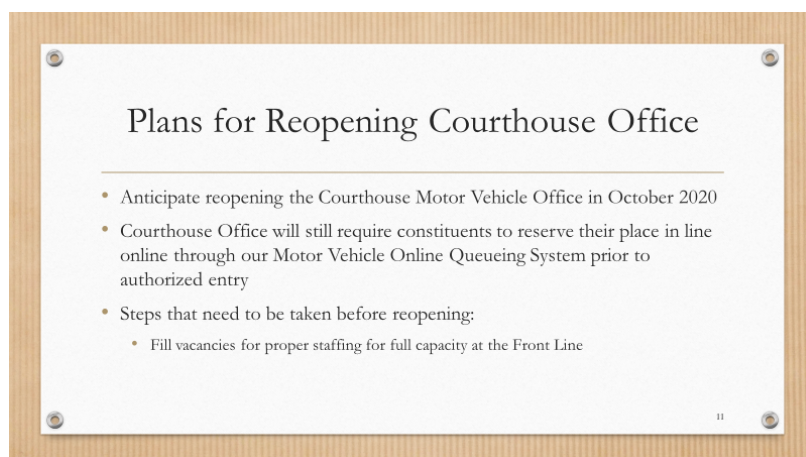
A lot of what we tell people is I know you want to hear someone's voice but try to email because we're really trying to get through those emails and get you that answer, and you can have it in black and white and read it. We can get you a response a lot quicker.

One other potential barrier, yes, we've diverted staff from processing to handle the backlog of calls and emails, so there is one less person potentially doing motor vehicle work, but there's still that backlog and we're just constantly juggling that versus another, so it's a potential barrier we have on getting that business opportunity out.



I'll kind of go into where we are. Yes, the Annex is open to the public. Logistically it allows for proper social distancing based on COVID requirements today. The building, for sake of argument, is not open to the public. Our operation is the only one that has the walk-in capabilities. Social Security has the means to let in who has an appointment via the ticket queuing system and keep those that do not out. Additionally, we have the front line windows behind glass, staff and every employee is protected in that environment and for the public we have the stickers and the lobby is wide open. Security can better control the foot traffic in and out as I mentioned, which is a requirement and it's better. That way we keep it in and out, 10 in, 10 out; or whatever that looks like each day.

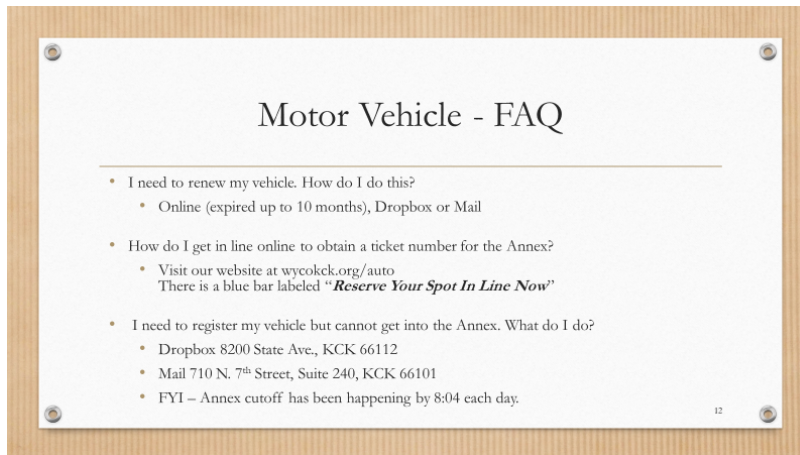
We had to divert some of the staff from our downtown location to fill those windows which alleviate some of the burden out there but creates a little bit of an issue here downtown with the mail and drop-off that we get that we process here.



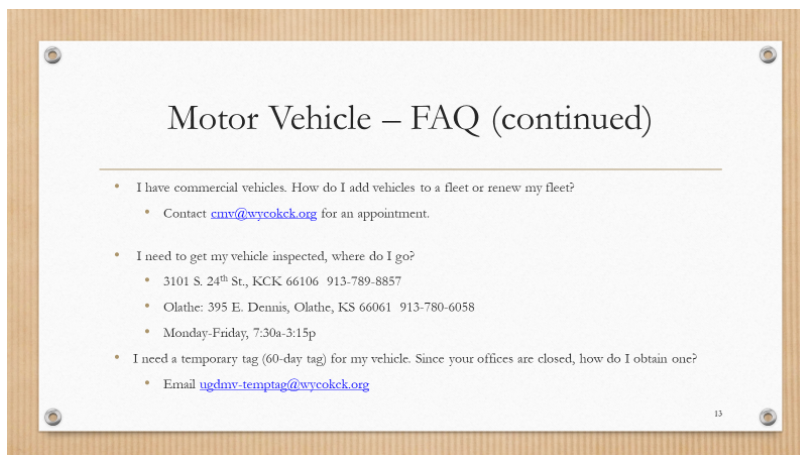
The next thing we want to go over is the plans for the future. We do plan to reopen the Courthouse location anticipating that to be in the month of October. We will still require the constituents to reserve their place in line online through our Motor Vehicle Online Queueing System and will not be allowed into our office or even up to the floor, I'm assuming, based on securities discussion and things we're working on without that proof of appointment. Excuse me, not appointment, but virtual ticket, if you will, which will come via text message when you check in online.

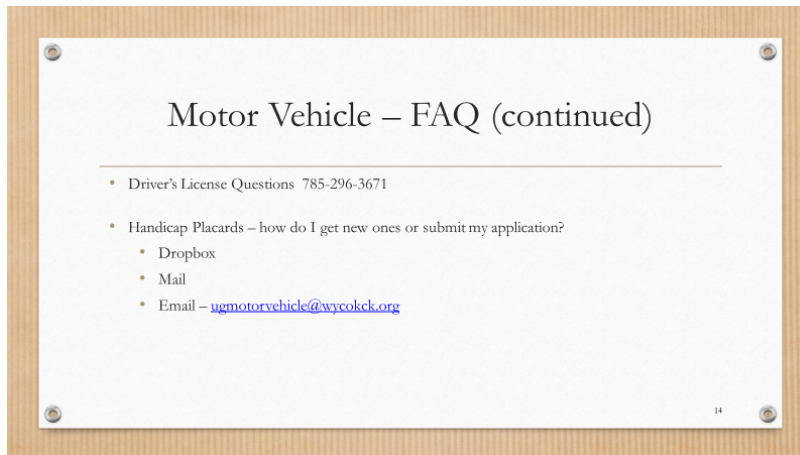
Keep in mind, if you're hearing this, seeing this live, yes, it is taking us about five minutes every morning. The average time of cutoff is about 8:05 a.m. at the Annex. We feel that is probably going to be similar here downtown. Getting in online at 8:00 a.m. is the best course of action. Again, we prefer you to use the drop-box over that, but we know there will be the need and we will be here.

We first and foremost have to get the vacancies we have and proper staffing to full capacity because right now I don't have enough employees to sit at those windows to process any work. So, we're getting through that and we have strong plans moving forward. We've just got to get them in here and get them trained and get them ready to meet all of you and have them all come in and do your work.



From there I switch to what I believe was given to each of you as a formalized version of this which is a Motor Vehicle Frequently Asked Question document that allows essentially the things that we're hearing and seeing as main hot topic items that people just need to know and they simply want to get that (inaudible) dropped or that email hasn't been seen yet, Facebook Live questions. Things that we've gotten multiple times that are just simple answers that we want to provide you all for you to better serve your community's and give that answer on your email or printing it out or whatever you need us to do. We really want to give you what we know as hot tips and things that can better gauge those discussions with your constituents.





With that I'm kind of going to the end which is does anyone have questions for Rick or I or comments or things you're hearing and seeing that we may not be aware of. We're here to listen and what can we do to make this better.

Mayor Alvey said I have a couple of questions. I understand there are a lot of folks who just simply want to come in in person. Describe who—I see in the Frequently Asked Questions kind of addressed there, what are the things that can be done by mail and by drop box. What kind of those things can be handled and what are those that have to be done in person? In other words, what has to be done in person? What are some of those issues? **Ms. Parra** said to answer your question, technically I do not need any individual to bring anything into this office unless there is a unique situation. For example, there's a delinquent personal property step or a plate was seized. Something that the mail doesn't have a body to handle which would be or a mid-level supervisor

or someone that has to come over to Treasury first or it's a unique, rare 1950 antique vehicle that just doesn't work well in a virtual discussion. Those are the want asks.

We have the insurance issues which some companies offer what's considered a pay here, buy here 30-day type of insurance and that feature does not pull into the system that KDOR uses for renewal purposes. You have to have a 12-month policy for that to go into effect to renewal, so those situations need to be done via drop box or mail.

Another barrier we have, there are some people just want to do cash and you don't ever want to mail cash so that's something we see but technically nothing needs to be done in person anymore based on the form I've created and the things that we've been working on with PayIt, nothing.

Mayor Alvey said the problem is folks just don't either—if they want to do cash—how many transactions normally would be cash, what percentage do you think? **Ms. Parra** said for me and my three years here, I would say the percentage is at least 60-70%, a good 50% on average, but traditionally on a good even day it's heavily cash, 50%-60%.

Do you know, obviously, you've probably had conversations with folks from other counties, do they have similar kind of circumstances there? **Ms. Parra** said from my perspective no. It's a lot lower. I know in the Johnson County community, I'm from there, we have direct conference calls with them, and we don't hear those same conversations about under banking like we have here. **Mayor Alvey** asked would these primarily be Spanish speakers. **Ms. Parra** said diverse. I mean I can't tell you myself. I've exposed it from the frontline level on. I did things at that level and there was no one specific type of individual. Some people just don't trust banks, some people just like cash or they do construction, so they get paid cash. It's all over the board. **Mayor Alvey** said so there's no identifying feature there that we could reach out to that group of people to try to get them to even send a check, a cashier's check or something like that? **Ms. Parra** said we could attempt. We would just kind of have to start really closely watching what's coming in right now and the discussions that the supervisors are having with those that are calling and complaining about that action. It's been on my goals to reach out to those types of community's, it just hasn't happened honestly.

Mayor Alvey said it's an issue larger than just the Treasury Department. The BPU has the same issues as well, so this is not unique to the Treasurer's Office.

Mr. Mikesic said, Mayor, unfortunately, there is a lack of understanding that even if you do want to use cash, you can still use your cash and go get a money order and then submit that. You aren't required, just because that's all you have is cash, that is your only option is to walk-in with cash. It's another one of those multiple educational issues that we would like to try to get out there.

Commissioner Kane said can you go back to where you try to log on to get your position, to log on to get your number so when you come in there? Can you show that on your screen. You just had it a minute ago. **Ms. Parra** said where to log in? **Commissioner Kane** asked how do you get your number, to reserve your spot in line. This is the issue that I have. There are several senior citizens out there that don't even own a computer and if they do, they (inaudible) to show them what's going on and that's why you get some of the folks out there going hey, I don't have a computer. I don't know how to reserve my spot in line, so how do we fix that? **Ms. Parra** said right now what we're doing is actually the first 10-15 depending on day, Monday and Friday is usually a heavier process than Tuesday through Thursday; we pull manual tickets for those that are out there that state that very thing. We don't want people standing there at 8:02 when security opens that door telling 10 people sorry, you have to leave because it's full. We're trying to permutate that by at least giving 10 to 15 is about how many people I see on our camera in the morning that get that manual ticket and get the opportunity that they didn't have on their phone.

Commissioner Kane said the other day a guy got there about 8:15 and (inaudible). **Mr. Mikesic** said in July we were forced to not use the queue because it was not working right and so the result was we had individuals that were basically treating it as crashing the doors and they were showing up at, I heard, as early as I think 2:00 in the morning waiting to get the tickets that we were going to issue manually that day at the door. So, it's kind of a catch 22. We're trying to accommodate all of the public, not just the ones that have computer access, but we also have limitations that if we had a situation like that, we literally were having very large crowds of individuals standing outside the door at 2:00, 3:00, 4:00, 5:00 in the morning with no security around. Remember, we just talked about how a large percentage of these people are standing there with cash in-hand and it was a dangerous situation and that's why we require the spots online before we can get them in. It's just a way we can funnel it in a safe way, but on the other hand, we're aware that not everybody has a computer and we try to accommodate those the best we can as well.

Commissioner Kane said I guess I'm being frozen some and I just want to repeat what I said. There have been people that cannot get—don't have a computer, don't know how to use a computer and then they've been outside in line and then they've been sent away. I know what you just said, I didn't hear that before, but we have got to figure out something to take care of those that don't have computers and if I had the answer, I would tell you what it was, but I don't. Is there any way we can open up earlier than she said in October? **Mr. Mikesic** said we have in the pipeline the additional six staff members and we don't even have them in our office yet. They haven't been trained yet. Those are the ones we're counting on to open the downtown office. If we were to open prior to having those people in place, all that will happen is we will have to move half of the staff that we have at the Annex downtown and we will have half-staff at both offices. I mean, in essence, that's where we currently are.

Commissioner Kane asked is six people enough. **Mr. Mikesic** said well, it's what we've got that's coming in. We're taking everything we can get obviously. **Commissioner Kane** said here's a good time to ask for more. **Mr. Mikesic** said I have a high level of confidence and I don't want to paint a horrible picture here, but I have a high level of confidence that things will not be normal for our operations until 2021. To put in perspective, we mentioned we think we're about 18,000 transactions behind. To put that into a perspective, we process 15,000 transactions in a month, so 18,000 is over a month's worth of work and I think anybody who has gone into the Motor Vehicle operation in the last 10 years, you know when you go in there, there is going to be a wait. There is simply no capacity anywhere in the calendar where we can expect to be able to catch-up on five and six months' worth of work that we got behind because the doors were closed.

The six that we have, we get them in, if we get them in here and we get them started, it will be the first time since I've been Treasurer that we would have a full staff in the almost three years I've been doing this position. I'm hopeful that those numbers are going to make real difference once we get them producing.

Kathleen VonAchen, Chief Financial Officer, said I would also like to add to the staffing question, we have borrowed two positions from Delinquent Real Estate who previously worked for Motor Vehicle and they're trained on it, so we're using them. We've added four temporary PINs and have added those to the staffing level, and we brought in two to three temps, so not only are we pulling staff, but we have augmenting the existing staff level.

To your question, Commissioner Kane, on the residents who doesn't have access to a computer that wants to pay, but only have cash to pay, the recommendation is for that person to get a money order and submit it through the mail or drop it in the drop box. Then they don't have to come at all or get a ticket, they just drop it off. **Commissioner Kane** said that's easier said than done considering some of these folks are 75 and 80 years old and don't have a family member to rely on.

Commissioner Bynum said I've got a series of questions and I'm going to ask all of them and I've got them written down so if we have to go back, I can catch you up with what the next question is, but before I do that Rick and Andrea, would you please share with your staff how much I appreciate how hard they are working. I can't imagine it. What I can do is remember my time working as a Motor Vehicle Clerk and processing hundreds of renewals on the last day of the month and being exhausted. I really hope you will share my appreciation with your workers.

Here goes my questions and I'm going to rattle them off. #1, I've heard that picking up the new personalized license plates requires an in-person visit, so yes or no on that. Second, is a mid-October opening of the Courthouse realistic given the training time needed for Motor Vehicle staff? #3, if I get an electronic number to be in line on a specific day, will I be waited on that day? As far as I know you do cutoff the line at a certain time. Doesn't some of the money that funds Motor Vehicle operations come from the State and are you dealing with State Motor Vehicle processing software that is slow? I know we had that very serious issue years back and I don't know for sure how corrected it is. I also don't know, but here's the question and it's nothing more than that for you all to discuss internally, is there any benefit whatsoever to having temporary Motor Vehicle kiosks at the NRC and I do think that probably comes back to your same staffing issue. Those are my questions. I can repeat any one of them that you're ready for, but I'll shut up and let you answer.

Ms. Parra asked could you repeat #3 for me. I think it was about the queue. I'm sorry I have a very poor internet connection here at the Courthouse, so I keep freezing. **Commissioner Bynum** said my third question was, if I get in line online for a specific days business knowing that you cutoff the line at a certain time, but I have a number, will I be waited on?

Ms. Parra said let me start with #1. Personalized license plates do have a letter that was sent out January 1ish from the Kansas Department of Revenue that did state you need to go into

your County Treasurer's Office to do that business. That is not the case right now nor will it be in the future. We are making a way for you to do that electronically the best we can. We created a temporary checkout page with PayIt. If we get ahold of someone and you can't come in, we're asking you to interoffice mail it, drop it off, mail it in and we're working through that virtually the best we can. One of those things I mentioned working was PayIt to kind of add those operational transactions through there. We are not requiring anyone to come in in person to do that business. **Commissioner Bynum** said, Andrea, just to stop there real quick, I have to turn in my number plate to get my personal tag so does that mean I'm going to go a period with no tag? **Ms. Parra** said I'm sorry, everything froze again. I heard something about turning in a number plate for a personalized plate. **Commissioner Bynum** said that's correct. Do I turn in my number plate to get my personalized plate and if so, am I then going without a tag for a while? **Ms. Parra** said so now that we went through a little over a year and half with the digitalized license plate process, we no longer need to physically furnish (inaudible) is what we call them into the office any longer. Some people want to keep them just because they are the last series of that type of plate. No, we actually do not require you coming in, bringing and exchange, because they're going to mail you your new personalized plate. What we'll provide temporarily is the temporary version of it via email or mail or however the constituent requests that temporary copy that they have for about 10 days until the printing company issues the actual aluminum plate in the mail. **Commissioner Bynum** said thanks, you can keep going.

Ms. Parra said my next answer would be the discussion related to a mid-October based on the training and the environment for our staff. Yes, potentially mid-October. What it looks like today—for the last three years we've really overhauled what we call Motor Vehicle Training Environment which is called a Boot Camp just to give it a fun title. It is 10 operational days of mandatory back office training one on one to really learn the material at the ground level and then we put them live at day 10. That's kind of the turnaround that we would foresee is needing about 10 business days once we get them physically here in our office.

With nothing else on that one, your third question, as long as you have established yourself a queue ticket, you will be seen that business day whether it's a little delayed or we are there until the last ticket number at 6:30 at night. As long as that ticket has been reserved and you have proof of it, you will be seen in that business day.

State funding; yes, a lot of what we collect is funding that we send direct to the State and then is redistributed through distribution process. Rick could probably elaborate on that a little bit more if necessary, but all the fees that we collect are not all leveled at the City/County level. There are State fees that are then, again, redistributed back to the County. There are technology funds and things of that nature.

The next question, you asked about our State system of record. The software we use was outdated. The Kansas Department of Revenue did replace, and we have the newest and greatest shiny new, a little over a year, upgraded software that the UG's IT Department helped us get furnished immediately and working on what would be a year into it. It is ten-fold, so much better from when I used it back about five years ago. It directly sync's addresses through USPS service as opposed to manual entry at this frontline level, so we have less and less errors on address problems. Community areas, it keeps a lot more data and it's just more robust, so it is not one of the arguments we have about delay of business any longer. **Commissioner Bynum** said thank you. That's excellent news.

Commissioner Ramirez said I'm just going to make an overall comment. I want to thank Rick and Andrea and your department and all your staff. I can't imagine what you have gone through, all the paperwork and processing and dealing with constituents and sometimes some of them aren't as patient as they should or understand what's happening. I will definitely do my part and tell my constituents to please be patient with the process, work with the Treasury Department so that we can get through this and that you aren't overwhelmed as much as you should be. So, I will definitely do my part and I want to thank you for everything you have done, that you continue to do. I'll say again, I can't imagine the work and the countless hours that you've put in to reduce that backlog. So, thank you for all that you do. Our staff is amazing here at the UG.

Commissioner McKiernan said I'm going to echo the thanks that have been given by my fellow commissioners to both of you and your staff for all the work that you are continuing to do. When we had a private conversation a couple of weeks ago and you told me about the 18,000 backlog and how that was more volume than you would typically process in a months' time, that was really sobering and it kind of framed this in terms of the enormity of the task that you are undertaking. So, thanks for your continued work. Be sure to always let us as commissioners, be sure to always

let the people that you report to through the Administrator's Office, know what you did whether it be personnel, whether it be software, whether it be equipment. Even if we can't provide it at the time, just let us know what you need to make hay and to improve service delivery for our constituents.

To go back to what Commissioner Kane had said, I think he brings up a really good point and I'm going to suggest something that's probably impossible based on funding and based on staffing. We have a lot of people who don't have computers in our community, but they do have a phone and they can make a phone call. In the exchange that Kathleen had with Commissioner Kane, he talked about people not wanting to mail in cash and she said well, but you could get a money order. Many somebody had never even thought of that, so what if we had a concierge type person who could just do nothing but answer that phone and problem solve. Kathleen engaged in some problem solving right there and gave an option that a resident might not have even thought of before. So, if it were possible for us to have somebody who just spent their days answering the phone, reassuring people, solving problems, giving them options, giving them suggestions; I think that might have a great deal of value. I know all the barriers to making it happen, but a concierge, somebody who knows stuff would be really powerful.

The third thing is, I want to really thank you for putting together the frequently asked questions. When you said we got a copy of it, I went no we haven't, but now I see it's in my email box. I think one of the things that I and my fellow commissioners need to do is, we need to distribute the frequently asked questions and their answers through all of our channels. I'm hoping that we're going to put them out on all of our UG electronic channels, but I'm also hoping that they or something close to them are going to be in the next issue of the *Citizen*. That paper communication tool that doesn't require the internet, doesn't require a cell phone, but goes to every household.

I think another thing that I and my fellow commissioners need to do is make sure that we promote through our neighborhood groups, through Livable Neighborhoods, that people look for and people read the *Citizen* because there's going to be a lot of good stuff in there.

Finally, one thing that I will just say, I think this is an area where I can understand the anxiety that some of our residents might have. You remember that I sent you an email that I had gotten and the person who sent the email said the website says if you send all your paperwork in and it's not correct, they won't notify you. That's really scary. You do your best, you send it in

and when you don't hear anything, you assume it's right. I think most people would assume well, I didn't hear anything, they didn't tell me it was wrong, so it must be right; but in fact, it's the opposite. If you don't hear anything, it probably was wrong. If there's any way that we could think about how we feed back to people, whoops, no, you did that wrong.

Again, a lot of people are turning in forms on a once every few years basis when they're not doing just a simple renewal, but there is something they've done that requires forms they're not familiar with. They fill them out to the best of their ability, but they missed something. I think we really have to find a way to feed back to them, you missed it, fix this and then we can move it on through the process. If there is any way to do that, I think that would be great. Again, thanks, you've made tremendous progress. We'll just keep working.

Commissioner Philbrook said hopefully I don't (inaudible) everything everybody has said so far. I do want to say thank you very much for this report and coming on and letting us know how things have been for you and your workers because we know it has been no party. Thank you all the other commissioners for all their suggestions. Yes, we should promote the *Citizen* and yes, we're finally using the Livable Neighborhoods information line much, much more and that's definitely all of our stuff needs to go through there.

I like the concierge concept, that's an FTE and I don't know how we would work that into our budget, but it is an FTE. I have sent some people on to you that had questions (inaudible) that they did get ahold of a live body and they did get to talk to someone and that you guys helped them (inaudible). They really didn't know what to do or how to do it. Thank you for that.

I also (inaudible) if you send something in and it's not right, you won't hear about it. Well, gee, that's very scary and that COVID isn't scary, but just the concept of you don't know what the heck happened to all the paperwork you sent in. Does that mean it was lost in the mail, does that mean it got lost under somebody's desk. You know what I'm saying Rick. It would be kind of like you sent your money into the State and you didn't hear anything out of them, two months later you get a bill saying you didn't file and then you pay more on top of it. So, that's kind of a scary concept, so if you can do something about that, I really think everybody would appreciate that.

The other thing is, what did you say about extended deadline until December? What specifically is extended? **Ms. Parra** said the deadline that is extended is going to be a newly

acquired vehicle that you purchased in the months of March, April, May and not June. So, just March through May. The March deadline has ceased. It would have been the end of August, so the next one would be April which is due by the end of this month for any title work without any penalty or interest. Then, anybody who purchased in May, their deadline would be in October and then it follows that month period. I'm sure I'm missing something because I spit it off so much it's like it's blurred in my brain. They've given a deadline. The Governor's Executive Order has extended the time you have to title the car based on the month you purchased during the worst of our pandemic when we were closed. **Commissioner Philbrook** said are they giving you 90 days or something? **Ms. Parra** said some of it is more than that. It just depends on what month you purchased. **Mr. Mikesic** said it is on the frequently asked question list that was sent out. **Commissioner Philbrook** said I totally read one at a time. **Mr. Parra** said it goes to the end of December based on the last month of pandemic that Order followed.

Commissioner Philbrook asked how lenient are we, and this is probably more of a police question, but I'm just wondering how lenient we are being on people on their renewals (inaudible) with some of the issues they have been going through and trying to fight their way through. Have you had any feedback from the police on that? **Ms. Parra** said I've had more feedback from the resident level as opposed to law enforcement in a positive manner that they have not been getting—I've had from my level most of those type of calls should be coming to me as I've advised staff, and I had one constituent who had a similar issue of getting pulled over but it was for unrelated reasons and it was not truly based on the expiration of their license plate. I have had no complaints about them actually getting what they should not be getting which is a ticket or even being stopped for something, myself included. I have a truck that we haven't titled just to kind of test it. I mean I live here; I work here, and I left it in my driveway a little bit longer and I have gotten no feedback from it. I title it, I promise, but no, I have had no negative ramifications from our residents getting pulled over for these issues, for the Executive Order.

Commissioner Philbrook said I am very pleased to hear that because I know that we're under the gun, so to speak, and it can be very scary for people. They're afraid, oh no, I get pulled over and I'm going to end up in jail. I don't know if I need to pay (inaudible). **Ms. Parra** said when those orders went out, the first point of contact we made was with law enforcement, both Sheriff and head of Police to make sure we were all under the same page with that as well. It was clean and clear, and we tell everyone that you are okay. If it is expired, keep it on there, it's better

to have something on your truck or car than nothing of course, but if it falls off or if it's an old one, it's paper, it's bound to get destroyed eventually by the weather. You're okay as long as you are providing the documentation that shows you purchased during an Executive Order timeframe. Get in here sooner than later. I still tell everyone, just because you have a deadline we don't tell you that you should wait because you and 18,000 other people are potentially thinking the same thing.

Mr. Mikesic said in our discussions with the State we've always brought that up for the last six months. Any time that there were adjustments being made to the schedule to make sure that the State was also doing everything they could to reach out to law enforcement throughout the state to notify them. We have a very good communication with our KCKPD and our Sheriff Department and when ensuring that we're trying to make sure they hear it from us as well as from others, but we can't control every department in the state. We know the State is working hard to make sure that word is out there too in the law enforcement community.

Commissioner Philbrook said I appreciate that feedback and I (inaudible) didn't come across as me trying to throw anybody under the bus on this because that definitely wasn't the intention, but I figured if anybody would have heard that, it would be you all, getting your ears chewed on. I hadn't heard anything either, just concerns. **Mr. Parra** said it's natural. It's concerning to have something due when you don't have to potentially do it on a timeframe you were expected to. **Commissioner Philbrook** said thanks so much for all your hard work and we're praying.

Ms. VonAchen said, Mayor, I want to answer a question regarding the concierge idea. One of the ideas we have tossed around is adding more phone lines—you know that slide that we had earlier about the IVR phone line system and how it's 20 years old. So, adding on additional phone lines in order to expand our ability to answer the phone and respond to questions, would probably take about six weeks and that's because the vendor is just really backed up and it's hard to get additional licenses for such an old system, then to bring on the staff and training them to do that. We're exploring every option and we have been having conversations about that option, but there's also barriers to that as well.

Commissioner Johnson said, Kathleen, I think that was a perfect segue to the question that I was going to ask. It was along those various lines. First of all, Rick and Andrea, I just can't imagine what it's been like these past few months for you all and, so again, hats off as has been from all of my colleagues, hat's off to you all for just stepping up to the plate and doing the very best you can in these strenuous times. Please do communicate to your staff that the Commission at-large is appreciative of the work that they have done and the countless hours that they have devoted to getting this done.

I'm always talking about money I guess. That's just the way things are in my world. As we look at the lines that Kathleen spoke of to update and/or replace our phone system as we talk about the FTEs and any other related items, do we know how much that's going to cost us and have those items, and this can be either to Kathleen or Doug or to you Rick or Andrea, have those items been accounted for within the budget? If we're looking into 2021, does that mean we need to make some revisions or how have those items been accounted for budget wise? I guess I'll just leave it open like that and let any one of you all respond to it. **Ms. VonAchen** said luckily—well, actually Rick submitted this application, but the dollars to pay for a lot of these special items in order to fight the COVID pandemic have been submitted through the CARES Act and they're in the process of being approved. So, that's how we're paying for it.

Doug Bach, County Administrator, said when I went through the positions, so as we know four additional PINs, that means those are positions that are not approved within the budget. So, they staff up, they fill all their positions; those are the authorized positions. They're all authorized to move forward to get those filled. We added the additional four and those are ones I authorized based on the fact that I'm just taking money from other areas, holding other vacancies, because I see this as one of our areas, if not the area of the highest need, that has to have positions filled within it. As we fill those positions—I mean, unfortunately, one thing that's a reality within this department, if we get to the point where you know you walk into the Motor Vehicle Office and somebody is sitting there waiting and says hey, could to see you today, thanks for coming in and starts waiting on you, then I can start to reduce those positions back down.

The reality is with this department, they have high enough turnover to move through four positions if I need to reduce back down is probably not that long of a timeframe to move through. I'll say that's two ways. It's some people come in and work there for a while and go, I think the

Treasurer's Office has also done an excellent job of recruiting people that come in. They start in this area and they're talented employees that look for other jobs within the Unified Government and then they're promoted out, so it's not just because they come in hiring and leave. It's because they find other opportunities to advance within our organization. **Commissioner Johnson** said that is good news. Have you all attached any dollar figures, even if it's being paid through the CARES Act, have we attached some dollar figures as to how much this would need allocated or reallocated, I don't care, however you guys look at it, is there a dollar figure attached to all of these? **Mr. Bach** asked, Alan, do you know the dollar figure that's associated to the phone system.

Alan Howze, Assistant County Administrator, said not off the top of my head, but it is one of the projects that the funding amount was included in the CARES Act. I want to say it's probably around \$30,000, but I can go back that, but it's kind of in that ballpark. **Commissioner Johnson** said yes, \$30,000 is fathomable for me. I don't know that I have a threshold, but \$30,000 certainly falls within the area that sounds reasonable to me. **Mr. Howze** said it's not just Finance. It's also 3-1-1 and Municipal Court so it would be a UG wide IVR system that would give a lot more flexibility and ability to change messages and adapt and that sort of thing. **Commissioner Johnson** said even better.

Ms. VonAchen said the temp agency contract that we entered into (inaudible) with CARES dollars, I'm remembering it to be around \$30,000 or \$40,000, that would be through the end of the year. **Commissioner Johnson** said both sound like reasonable figures to me.

Mayor Alvey said I think we need to be moving on, but I want to thank staff for bringing this presentation forward. It's timely, necessary, and again, reiterate too that if you have needs, you need to again bring it up through staff and also let us know, Doug, what they're asking for if we can help.

Mayor Alvey said now we move on to our next which is a report from our Election Commissioner Bruce Newby.



Bruce Newby, Election Commissioner, said I'm bringing you up to speed with what's going on with elections this year.



Obviously, part of this slide is history. We're already past the Primary Election and the next thing up is the November 3 General Election.

VOTE 2020

Nov 3 – General Election

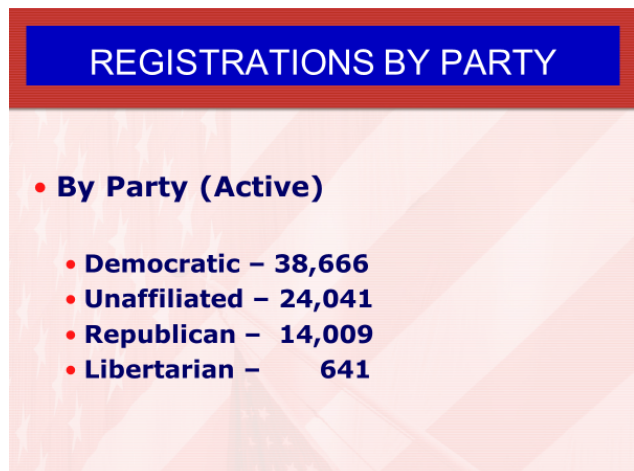
- President/Vice President
- US Senate
- US House of Representatives, 3rd District
- Kansas Senate
- Kansas House of Representatives
- Retention of Judge, KS Supreme Court
- Retention of Judges, KS Court of Appeals
- District Court Judges – 29th Judicial District
- District Attorney – 29th Judicial District

On this November ballot, I won't read to you, but it's basically Federal offices and State offices that is on the ballot. A lot of times District Court Judges and the District Attorney are part being in Wyandotte County, but they are in fact a State office. That's the ones that are on the General Election ballot.

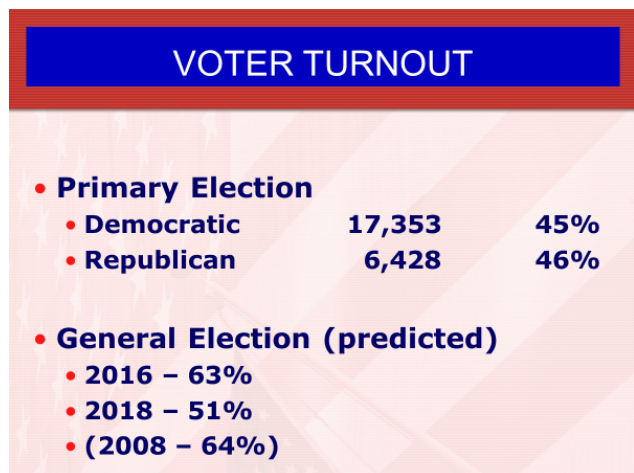
REGISTERED VOTERS

- **Voter Registration: 87,156**
- **Active 77,357**
- **Inactive 9,799**

Voter Registration; we stayed at 87,156, but I've given you a number, 77,357 of those are active. The difference between an active voter and an inactive voter, an inactive voter is someone that we have evidence that they no longer live in the county. They're listed as inactive because they have not voted, and we have received notification from the US Postal Service that they moved out of the county.



By Party, and these are active voters only. We have 38,000 and change Democratic affiliations. Unaffiliated, 24,000. There is 14,000 and change Republicans and 641 Libertarian. That's the way it breaks out by party.



The Primary Election voter turnout was very interesting. We had a turnout of 17,353 Democratic voters and 6,428 Republican voters. That represents 45% of all Democrats voted in the Primary Election and 46% of Republicans voted in the Primary Election. You have to remember that the Primary Election was in fact a party election, so only people registered with the Democratic Party or the Republican Party were eligible to vote.

The General Election, I don't have a crystal ball, so I'm giving you the numbers of what has happened previously in terms of turnout. In 2016 we had a 63% voter turnout. In 2018 it was 51%, but that was a mid-term, 2016 being a Presidential Election. Furthest back, Presidential Election that had any significant turnout at all was 64% in 2008.

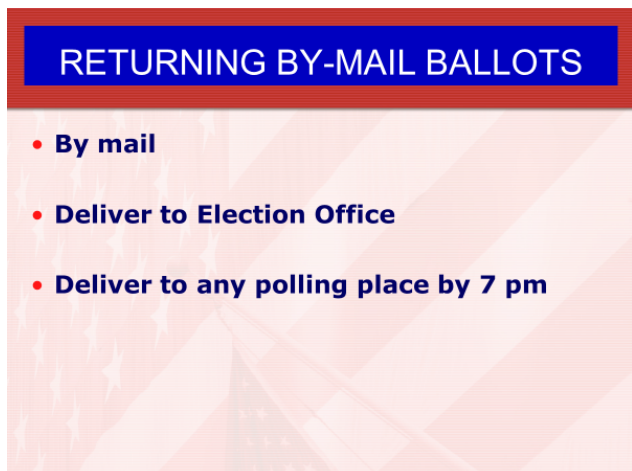


VOTING BY MAIL

- **FEDERAL** - military & overseas civilian – 72
- **Applications submitted – 15,680**
- **Mass mailing – October 14th**
- **Application deadline – October 28th**

We have a deadline of this Saturday to mail all the mailing ballots to Federal voters. Those are military personnel and people who are overseas civilians. The number on my chart was 72 and that was done today, and I've already got an update, that number is now 79. We have had 15,680 applications submitted, this is in addition to the Federal, submitted for this election. We are now up-to-date. We've got all those applications entered. All we're doing on a daily basis now is entering the new applications that come in. We will do a mass mailing for all the ballots that we have applications for, we'll do a mass mailing on October 14th, but voters are not dead yet. They have until October 28th to apply for a mail ballot.

Now, I will caveat that with don't wait until the deadline because if you wait until the deadline to apply, it may take—the post office delivery standard is 3-5 days. So, if you submit your application on October 28th and the post office doesn't deliver that to us until October 30 or 31st, it may be a physical impossibility. We drop your ballot in the mail, but it may be a physical impossibility that you get it on time for Election Day. If you want to make sure when you vote by mail that you get your ballot on time and you're able to return it on time, the only way to do that is don't wait until the deadline. Get your application in now, the sooner the better.



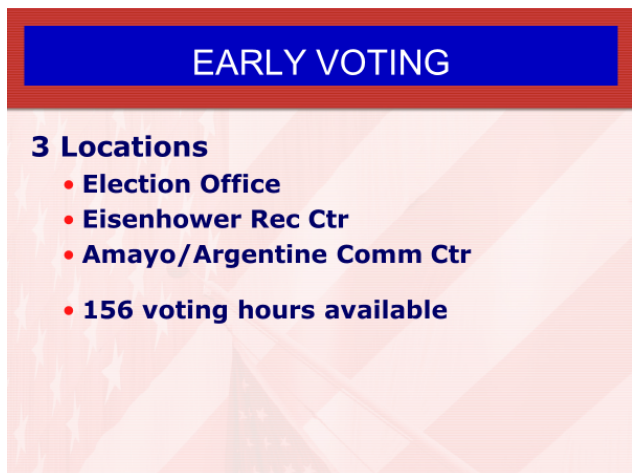
There are some ballot return off options. When a voter receives their ballot and votes it, they can return the ballot by mail, but it has to be postmarked on or before Election Day and it has to be received in our office by Friday, November 6th. A voter's mail ballot can be returned or delivered to the Election Office so long as it's delivered by 7 p.m. on Election Day.

One of the things that we are working on getting is two drop boxes. The Secretary of State has ordered two drop boxes for us. They are due for delivery to us by the third week in October. I'm not counting my chickens before they hatch. Hopefully, we will in fact have the drop boxes, but until I have them I can't—you know my plan is right now they will be located at the Election Office so the person that wants to drop-off their ballot does not have to come inside. They can just drop it in the drop box. I didn't have the information about drop box on this, but there are going to be two, or hopefully, there will be two assuming the vendor delivers them to us on time.

The other option voters have is they can deliver their ballot to any polling place by 7 p.m. on Election Day. Those are the options for returning it. Now, obviously, on return, a voter doesn't have to personally do it. It can be returned by someone of their designation, but there is a statement on the ballot that needs to be signed if somebody else is going to return that ballot.

There is also a statement on the ballot—let me back up. There is a voter statement that is Statement #1. Statement #2 is where that voter appoints someone else to return to their ballot or someone else assists in them in voting their ballot and then there is a Statement 3 on the envelope that is to be used by people who are permanently disabled or have a permanent illness that makes them unable to sign their own ballot. In that case the person assisting should sign the voter's name in Statement 1 and then sign their name in Statement 3. I realize this all sounds complicated but

it's what the Legislature decided we needed to do and that's why there's now three statements on the back of that envelope.

A graphic with a red border. At the top is a blue rectangle with the text "EARLY VOTING" in white. Below this, on a light pink background with a faint geometric pattern, is the text "3 Locations" in bold. Underneath are four bullet points, each with a red dot: "Election Office", "Eisenhower Rec Ctr", "Amayo/Argentine Comm Ctr", and "156 voting hours available".

EARLY VOTING

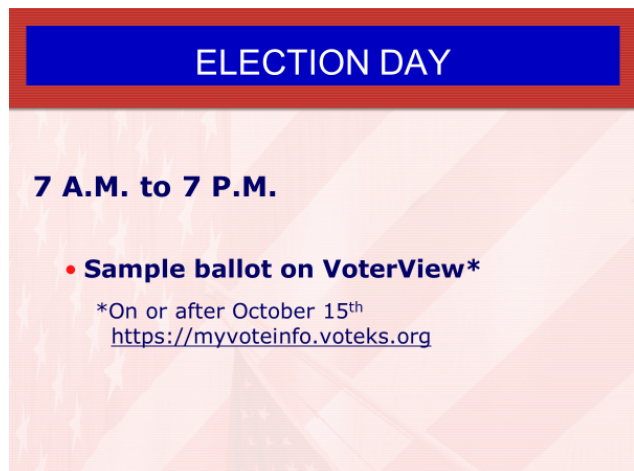
3 Locations

- **Election Office**
- **Eisenhower Rec Ctr**
- **Amayo/Argentine Comm Ctr**
- **156 voting hours available**

We have three locations for early voting. The Election Office, Eisenhower Recreation Center and Joe Amayo Argentine Community Center. The three locations give voters a total of 156 voting hours available for voting.

Basically, we will start Advance Voting at the Election Office on October 20th. We will start it at Eisenhower Recreation Center on October 20th and at the Argentine Recreation Center, it won't start until October 26th, I'm sorry October 24th. The reason for the difference is when we did Advance Voting for the Primary Election at Argentine Community Center we had maybe 10 people show up on that entire first week that we were open, so I could not see the point and it's not cost-effective for me to have advance voting at the Argentine Community Center if no more voters are going to show up than that. So, I've adjusted the Advance Voting hours accordingly.

Before anybody gets upset, you can go to the Election Office, you can go Eisenhower Recreation Center and you can vote any precinct, any ballot, at both of those locations. The same thing, obviously, once Argentine Community Center is open for voting, you can vote any precinct, any ballot there.



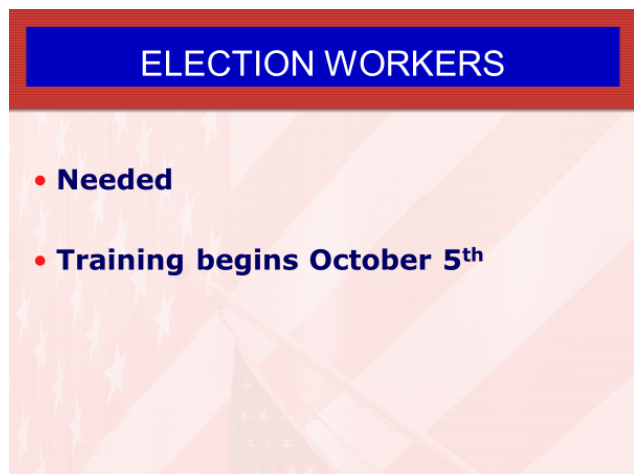
ELECTION DAY

7 A.M. to 7 P.M.

- **Sample ballot on VoterView***

*On or after October 15th
<https://myvoteinfo.voteks.org>

On Election Day polls are over from 7 a.m. to 7 p.m. The sample ballot will be posted to VoterView on or after October 15th, the 7 a.m. to 7 p.m. hours. I am concerned that we get enough people that will vote an Advance Ballot by mail. We've already got, as I said, 15,680 who have applied but I would like to see that number double. It needs to double in order to hold down the number of people that will show up to polling places on Election Day. Now, why is that important, it's important because we now have to practice social distancing and so that will automatically create longer lines and longer wait times because we can't let everybody into the polling place at once. I beg people, please vote by mail because that is going to be your safest and cleanest option, just get it done early.

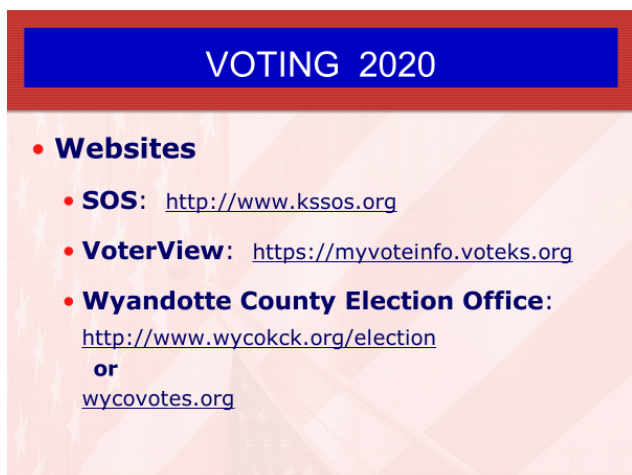


ELECTION WORKERS

- **Needed**
- **Training begins October 5th**

We're going to have 27 polling places open on Election Day, but unfortunately, I've been exposed to somebody with COVID-19, so I'm planning on getting myself tested. We need election workers. Training begins for election workers on October 5th so if we have people that want to

volunteer to be an election worker, they need to apply sooner rather than later because we need to get them trained. As I said, advance voting starts on October 20th, so there isn't a whole lot of time to get workers trained to be able to start advance voting.



These are some pertinent websites that you can have and then I will open it for questions.

Commissioner Ramirez said thank you for your presentation and for everything you do for the community in making sure our elections are safe, accessible and gives everyone an opportunity to vote. The only question I have, and you mentioned this number when we sat as the Board of Canvassers for the Primary Election, what was the return rate for mail-in ballots in the Primary? **Mr. Newby** said the return rate—**Commissioner Ramirez** said out of all of the ballots that were mail ballots, how many—**Mr. Newby** said out of the ballots, for the Primary Election there were a total of 11,616 ballots requested, 10,858 of those came back and that's a 93% return rate and that is absolutely fabulous. People who vote by mail vote. **Commissioner Ramirez** said that's amazing and I hope that we increase more people who turnout to vote and remember to mail-in their ballot. I always make sure I tell my constituents and everyone that I know to—to me elections are Superbowl's, so it's fun, but I always tell everyone, especially during the time of COVID, it's more safe like you said to do a mail-in ballot so I will do my part of pushing people to do more mail-in balloting. But again, thank you to you and your department and your office to make sure that we have safe and secure elections in Wyandotte County.

Commissioner Burroughs said you talked about the mail-in ballots and you talked about the timeline for those to be mailed at the late request. My question is, there's much discussion about the drop-offs and some of the ballots in the past have been disallowed because they didn't have a postmark. How do we plan on dealing with that? Some guidance on what we can tell our constituents that may want to ask for an Advance Ballot and where they may drop those off, drop box are going to be available, are we going to disallow their votes? **Mr. Newby** said the drop box will be available until 7 p.m. on Election night. The law requirement, legal requirement, is if a voter chooses to mail their ballot back to us, it has to be postmarked by Election Day, on or before Election Day and received by our office by Friday of that week. There is no option in Kansas law for a voter to drop anything in a drop box after Election night.

Commissioner Burroughs said I appreciate that response. I just want to ensure that we're able to tell our constituents in Wyandotte County that we're not any different than anyone else in any other community that if you have an Advance Ballot and you drop it off, it's not going to have to have the mail insignia on it that you have required in the past when we have mail-in ballots. **Mr. Newby** said when it's put in the drop box, there is no postage required. **Commissioner Burroughs** said thank you for that clarification. I sincerely appreciate your effort and your work.

Commissioner Johnson said thank you Mr. Newby for all that you do. It has been brought to my attention that the mail-in ballot options, the information is being sent from Jefferson City, MO. The return address on the mail-in envelope, of course, has the 850 State Avenue on it I believe. Have you all been getting any questions about those in terms of being sent from Jefferson City, MO and are those legitimate or not? **Mr. Newby** said yes, we have been getting a lot of questions. They are legitimate. We're not responsible for the letter and neither is the Secretary of State so I don't know what the letter said that was accompanying it, but the actual Advance Ballot Application is the correct application and as long as it is sent to our office, a voter can be confident that we receive it, we process it, and the voter will receive their Advance Ballot by mail. **Commissioner Johnson** said great. I'll be sure to convey that information.

Mr. Newby said aside from that organization in Missouri that's doing it, somebody apparently have deep pockets, but I understand there may be some candidates that will be doing the same thing. The only thing I would caution voters to make sure they check is make sure that

the return address for it is our office and not going back to the person that mailed it to them because there are people out there that are trying to harvest voter information for purposes of identity theft. **Commissioner Johnson** said I totally agree with you on that, will do.

Mayor Alvey said, Commissioner Johnson, that was a great question because I've been getting calls about that and it's unfortunate that this organization was not transparent in public in advance that they were going to be doing these efforts because there is enough mistrust out there already that people really do not know where this is coming from, what the motivation is, and whether it's going to be effective, so thank you for raising that question.

Mr. Newby said just so you know, there's 105 County Election Officers that were very upset that we got blindsided by that letter. **Mayor Alvey** said I can only imagine.

Commissioner McKiernan said, Mr. Newby, I just want to take just a moment to express my appreciation for you and for your staff and for your volunteers. I consistently vote early in person generally down at 850 State every time I go. I'm assuming I interact with some staff and some volunteers and they are uniformly friendly and uniformly very helpful, and they make it a pleasure to go and cast my vote, so thanks for the work you do.

Commissioner Philbrook said I also echo your friendly folks and how helpful they are. I also want to say, yes, the lady was very nice when she received by request to have a mail-in ballot. She took it nicely and stamped it that she received it and that was really good. I didn't have to worry about whether the mail got it to your not. Thanks so much for that.

I do want to talk about the fact that, yes, you need a bunch of people working the polls. How many people do you feel you're short right now? **Mr. Newby** said about 75. **Commissioner Philbrook** asked how much do you pay a person because I know you pay. **Mr. Newby** said an election worker makes \$9.01 an hour. **Commissioner Philbrook** asked are you breaking them up into two sets a day or the whole day. **Mr. Newby** said it's a whole day. The administration of trying to work shifts is just too cumbersome and you're always dealing with the potential for the person that's supposed to be there during the afternoon not showing up and I can't take that chance. So, all my election workers are there fulltime.

Commissioner Philbrook asked how many hours is the training. **Mr. Newby** said the training is under four hours. Four hours of training and then the time they spend on Election Day. Polls are open for 12 hours and we require that the election workers be there one hour before polls open and stay at least an hour after or until we're able to shut things down and get election results brought to the Election Office. **Commissioner Philbrook** said so, they're getting paid training and paid to work. **Mr. Newby** said yes, they are.

Commissioner Philbrook asked how many trainings do you think you're going to have to set-up to take care of 75 people. How are you going to do this? **Mr. Newby** said we've already got training set two times a day for the first week when we start the training on October 5th. We're prepared to do it as often as necessary to make sure that we have the required number come Election Day. Obviously, the problem is we have to social distance the classes as well, so there is only a limited number of people that can be in each class. **Commissioner Philbrook** asked are you doing it at your headquarters. **Mr. Newby** said yes we are. **Commissioner Philbrook** said just call the Election Office if they're interested. **Mr. Newby** said yes, in fact there is an application that's available on our website, that wycovotes.org. People can go online and fill out the application and send it to us and then my Election Worker Manager will get back with them. **Commissioner Philbrook** said okay, sounds like good information for us commissioners to share. Thanks very much Mr. Newby.

Mr. Newby said you mentioned staffing, if I just may interject right now, I'm now two fulltime staff so I'm working at 80% strength and I have 16 temporary employee vacancies. The movement on getting those 16 hired has been slow. The 16 positions were posted last week. As of today, we still don't have anything out of HR, so I don't know whether anybody has applied or not. **Commissioner Philbrook** said all I can say to you is OMG. I can't imagine trying to work under the stress you work (inaudible). **Mr. Newby** said I've told my folks that we work as much overtime as we've got to work because we don't have an option to fail. This election has to come off and it's got to be done well and it's got to be done right. **Commissioner Philbrook** said it looked like they had their nose to the grindstone when I walked in there today. Tell them that I'm smiling at them tomorrow when you see them. **Mr. Newby** said I sure will. They been processing the Advance Ballot Applications. They've been doing a little over 1,500 a day. **Commissioner Philbrook** said oh my gosh. These people are efficient. Thank you so much.

Mayor Alvey said thank you, Mr. Newby, for that update and we will put the word out for you to try to get you some help there.

**MAYOR ALVEY ADJOURNED
THE MEETING AT 6:29 p.m.**

Carol Godsil
Deputy Unified Government Clerk

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September 17, 2020