

Subject: City Hall Summer Hours

Meeting Date: May 9, 2022	
Submitted/Presented by/Department: Nate Burkett, City Manager	
Action Type	
<input checked="" type="checkbox"/> Consent Item	<input type="checkbox"/> Discussion/Direction
<input type="checkbox"/> Public Hearing	<input type="checkbox"/> Informational Only
<input checked="" type="checkbox"/> Action/Motion	<input type="checkbox"/> Report
<input type="checkbox"/> Resolution	<input type="checkbox"/> Other:
Action	
Authorize the City Manager to change City Hall open hours to 7 am - 430 pm Monday - Thursday and 7 am - 11 am on Friday between Memorial Day and Labor Day.	
Background	
<p>It can be easily observed during the time period between Memorial Day and Labor Day each year the pace and flow of work at City Hall changes. There is greater customer service demand earlier in the day, and typically greater customer service demand earlier in the week. Anyone who has ever entered City Hall in the afternoon on a Friday in the summer can attest to the fact that it is quiet, with few customers and many staff members who are out of the office because they have flexed hours or are on PTO to spend time with friends and family.</p> <p>Normally, City Hall is open to the public Monday - Friday from 8 am to 430 pm. Staff is proposing to, on a trial basis, adjust the hours of operation at City Hall between Memorial Day and Labor Day to Monday - Thursday 7 am to 430 pm and Friday from 7 am to 11 am.</p> <p>This change is proposed as a test. The City Manager and Department Heads will be monitoring to ensure that the objectives of the change are met, and that there are not undue customer service hardships that are created.</p> <ul style="list-style-type: none"> • Staffing will be arranged so that there is customer service coverage during all city hall open hours. • Staff will not be required to work the "summer hours" but may opt to work any combination of 40 hours, including use of PTO. For example - an employee choosing to do so may still work Mon - Fri 8-430. • City Hall will be closed to the public, police administration will still be available until 430 pm on Fridays, but either by appointment or by using the lobby phone. • The biggest demand for customer service is in Building Inspections and Permits - the vast majority of this demand is met by mid-day year round. At present, building inspectors are typically working from 6 am to 230 pm in the summer because that is the time of greatest demand. • There are many other cities, particularly those with smaller staffing sizes such as WSP, that utilize summer hours as a method to improve customer service, and to provide a benefit to employees - including Mendota Heights. 	
Benefits to this summer hour adjustment:	

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- Improved Customer Service - Contractors and others seeking permits are often waiting in the parking lot ahead of the 8 am opening time, particularly in the summer.
- Supports the Strategic Outcome of Stable, Well Qualified Workforce - Staff will appreciate the flexibility afforded during the summer to work a half day on Fridays.

Potential pitfalls to the summer hour adjustment:

- Homeowners, smaller contractors that may be seeking permits on Friday afternoons for a weekend project. Resolution: A drop box will be made available for siding, roofing and window permits - which are typically issued over the counter at the time of application. Those permits will be considered approved at time of application. All other permits require a review period, and may still be dropped in the dropbox. The review period for these permits will not be lengthened by this proposal.
- Public expectations (i.e. doors locked and phone calls unanswered on a Friday afternoon). Resolution: Staff will raise awareness through the newsletter, social media and other channels to ensure customers are aware of the hours change. Signage and emergency contacts will be created and maintained to ensure customers that have immediate (emergency) needs are addressed.

Attachments

Previous Relevant Actions

Alternatives

Financial

Budgeted: Yes

No Financial Impact

Fund:

Department:

Account:

Amount: