



TOWN COUNCIL COMMUNICATION

DATE: August 20, 2024
FROM: Thad Chambers, Town Administrator
AGENDA ITEM: Discuss and consider amending Town Hall Hours of Operation.

SUMMARY:

I am requesting that the Town Council consider a pilot program that would slightly reduce the hours that town hall is open to the public.

Proposal for Reduction in Town Hall Operating Hours

Current Operating Hours:

- Monday to Friday: 8:00 AM to 4:30 PM
- Total Weekly Hours: 42.5 hours

Proposed New Operating Hours:

- Monday to Thursday 8:00 AM to 4:30 PM; Friday 8:00 AM to 12 NOON
- Total Weekly Hours: 38 hours

Rationale:

Low Walk-In Traffic: Bartonville experiences minimal walk-in traffic. Most interactions with Town Hall are conducted via phone, email, or online forms. The reduction in open hours will still accommodate the needs of the public while allowing more flexibility for staff management.

Staffing and Compensation Efficiency: With staffing limits and a cap on compensatory time, the proposed reduction in hours will help manage staff workload and reduce the likelihood of increased overtime costs. This adjustment will enable staff to utilize accrued vacation and compensatory time more effectively. To avoid a reduction in their overall compensation, hourly employees would be permitted to stay and work after town hall closes on Friday to complete their time. Conversely, hourly employees who attend night meetings during the pay period would be allowed to leave when town hall closes to reduce compensatory time accruals and overtime costs.

No Resident Complaints: Historical data shows that during previous periods of reduced hours (9:00 AM to 3:00 PM), there were no complaints from residents or the general public. This suggests that a slight reduction in hours is unlikely to negatively impact public satisfaction.

Operational Focus: By reducing hours, the town can better align its operational schedule with the actual demand for in-person services, ensuring that resources are used efficiently.

Implementation:

-Effective Date: September 1, 2024, through November 30, 2024

-Communication Plan: Inform residents and businesses of the new hours through town website, social media, and physical notices at Town Hall. Provide clear information on how to access services online or via phone during the reduced hours.

Conclusion: The reduction in operating hours from 42.5 to 38 hours per week is a strategic adjustment to enhance staff management and operational efficiency while continuing to meet the needs of the public effectively. Given the low level of walk-in traffic and the historical absence of complaints during reduced hours, this change is anticipated to have minimal impact on service levels.

FISCAL INFORMATION:

RECOMMENDED MOTION OR ACTION:

ATTACHMENTS: