



# TOWN COUNCIL COMMUNICATION

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**DATE:** June 16, 2026

**FROM:** Kirk Riggs, Town Administrator

**AGENDA ITEM:** Discuss and consider amending Town Hall Hours of Operation.

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**SUMMARY:**

In August 2024, the Town Council approved a pilot program to modify Town Hall's public operating hours. The approved schedule would have maintained public access Monday through Thursday from 8:00 a.m. to 4:30 p.m. and reduced Friday public hours to 8:00 a.m. to 12:00 p.m.

Although the pilot program was approved, it was never formally implemented. Staff is bringing this item back for Council consideration with a revised schedule of Monday through Thursday, 7:30 a.m. to 5:00 p.m., and Friday, 8:00 a.m. to 12:00 p.m.

The purpose of the proposed schedule change is to better align public operating hours with customer demand while improving operational efficiency and staff productivity.

Several factors support consideration of this schedule:

- The Town experiences very limited walk-in traffic on Friday afternoons, with most resident and business interactions occurring by phone, email, or online services.
- Reduced Friday public hours would provide staff dedicated time for administrative work, project completion, training, records management, and other operational tasks that are often difficult to accomplish during normal business hours.
- The Town has previously operated under reduced public hours without receiving complaints from residents or businesses regarding accessibility or service levels.
- The revised Monday through Thursday schedule would provide residents with expanded access to Town Hall services earlier in the morning and later in the afternoon.

In addition, Bartonville would not be unique in adopting modified Friday hours. Several neighboring cities and towns currently close Town/City Hall entirely on Fridays, including Hickory Creek, Keller, Collinsville, Farmers Branch, Krugerville, Cross Roads, and Little Elm.

Other municipalities maintain limited Friday public hours, typically operating from 7:30 a.m. to 11:30 a.m. or 8:00 a.m. to 12:00 p.m., including Krum, Ponder, Oak Point, Valley View, Gunter, Celina, Pilot Point, Aubrey, Sanger, and Lewisville.

These communities have successfully maintained customer service levels while improving operational efficiency and staff productivity.

**FISCAL INFORMATION:** N/A

**RECOMMENDED MOTION OR ACTION:**

**ATTACHMENTS:** N/A