

**CITY COUNCIL REPORT FROM STAFF**

**TO: Mayor and City Council**

**cc: Department Directors**

**FROM: Jerald A. Postema, Utility Director**



**VIA: Mayor Jessop, Mayor/City Administrator**

**DATE: March 28, 2025**

**RE: Increased Customer Service Opportunities for Community Benefit**

**BACKGROUND/HISTORY:**

Over the past several years Hildale City Offices and staff have been available to provide personal services to the public and community on Monday – Friday from 9:00 am – 5:00 pm work schedule (except on recognized holidays during which the offices are closed). Typically, people in the community are either working or going to school during the same hours making it challenging for the public to conduct personal business with City office staff.

The non-office Utility Department in Hildale has a four-day, staggered 10-hour-a-day work schedule Monday – Friday from 7:00 am – 6:00 pm (Excluding observed holidays, during which there is always a person On Call for meeting emergency needs in the community) allowing field staff to have more time to directly serve the public.

**DISCUSSION:**

To better coordinate the office and field staff’s ability to serve the community, it would be best to align the hours and increase the available time for in-person communication with the City service providers.

To provide a better customer experience between the community and City staff, without increasing costs and wages, the hours for the office staff could be changed.

By working 9 hours a day from Monday – Thursday and then 4 hours on Friday, office staff would have extended hours without increasing costs. The proposed schedule would be Monday – Thursday from 9:00 am – 6:00 pm and Friday from 9:00 am – 1:00 pm. The proposed work schedule does not require increasing overtime pay to keep the offices open and more closely mirror the hours of the field staff, especially the Utility Department.

The hours would help community members and the working public access City offices until 6:00 p.m., providing more flexible timing for people who work from 9:00 a.m. to 5:00 p.m. People who

work outside of Hildale and Colorado City would see the greatest benefit. It also increases the time for paying Utility Bills before people are shut off for non-payment.

**OPTIONS: (if applicable)**

The new hours of operation, as proposed, could be done on a trial basis for six (6) months to get input from the Public and staff to determine if there are any adjustments that may need to be made. After the six (6) month trial period, review the value to the community and see if any opportunities for improvement are needed.

By adding a more personalized customer service opportunity for people in our community, we are adding a personal touch that is missing in most businesses today. In today's world, you are lucky if you get to speak to a real person, let alone have that one-on-one, face-to-face interaction with a real, caring individual.

**NEXT STEPS: (if applicable)**

Begin outreach to the Public and let everyone know by Facebook, Website, Call Center, and Utility Bill messaging about the proposed, positive goal to better serve the Public. Include a start date that aligns with the community's needs and schedule. After three weeks of community outreach, the improved customer service experience began to change.

**SUMMARY:**

By changing the community customer service improvement plan, there will be a positive change allowing more one-on-one personal time with engaged and helpful staff. The goal meets all the requirements for the Utility Department, Court, City Council, and Boards. Work time is flexible and reduces the number of staff for five days, eight (8) hours a day coverage while still being available for after-hours requests from the public. Currently, staff time covering after-hours walk-ins with the Public requires part-time employees or overtime pay for full-time staff. These costs will be eliminated with the proposed work-hour changes at City Hall.