



## CITY COUNCIL WORK SESSION MEMORANDUM

---

**TO:** City Council

**FROM:** Matthew R. Schmitz, MPA - City Manager

**DATE OF MEETING:** July 7, 2025

**ITEM TITLE:** City Hall Operating Hours

---

### DISCUSSION:

Staff would like to discuss the possibility of adjusting the operational hours for the public-facing Administration and Building Departments located at City Hall. We would like to close City Hall to the public from 12:00 PM to 4:30 PM every Wednesday to provide a dedicated block of time for staff to complete essential tasks uninterrupted.

While I believe this administrative decision falls within the City Manager's role, I am committed to working closely in partnership with the City Council. To that end, I am sharing this plan to seek your feedback and opinions before making any decision about implementation. The change is intended to increase efficiency, improve the quality of our services, and ultimately better serve the residents of our community.

All other City departments and services will continue to operate at their regular hours.

Staff within the Administration and Building Departments at City Hall face numerous daily interruptions, including phone calls, walk-in inquiries, and other immediate demands. While we are committed to providing excellent customer service, constant context-switching makes it challenging to focus on complex projects, detailed reports, and other critical back-office functions that are essential to municipal operations.

By closing City Hall to the public for a half-day each week, we aim to increase productivity, as a dedicated block of uninterrupted work time will enable staff to focus on their core responsibilities, resulting in faster project completion and a higher volume of work processed. We also believe that this will improve accuracy by reducing distractions, allowing the team to give their undivided attention to detailed tasks, thereby reducing the likelihood of errors and ensuring a higher standard of quality in our work. Additionally, we believe this will enhance service delivery by completing essential background tasks more efficiently, allowing staff to be better prepared and more available to assist the public during our open hours, leading to a more positive and practical customer experience.

### RECOMMENDATION:

Staff recommends discussion of this topic. No action is needed at this meeting, as any decision items needed would be brought forward to a City Council meeting for approval.