

SUMMER HOURS 2023 PILOT PROGRAM REPORT

Recap of Program:

The purpose of this program was to try to provide more flexibility and work-life balance for as many staff as possible while still providing great service to our residents. The program began June 1, 2023, and ended September 6, 2023.

Affected departments were DPW, Engineering, Planning, Finance/HR, SPAR Office personnel, and Clerk's Office.

The hours for each department were as follows:

MSB and SPAR offices were open to the public Monday – Thursday from 7:30 am – 4:30 pm and Fridays from 7:30 am – 11:00 am. However, actual staff work hours varied. Staff work hours worked are listed below.

MSB

Monday – Thursday: 7:30 am – 4:30 pm

Friday: 7:30 am – 11:00 am

Lunches were adjusted from 60 mins to 30 mins

SPAR Office

Monday – Thursday: 7:30 am – 4:30 pm

Friday: 7:30 am – 2:00 pm

Lunches remained at the regular 60 mins

Street Department Crew

Monday – Thursday: 7:00 am – 3:30 pm

Friday: 7:00 am – 1:00 pm

Lunches were adjusted from 30 mins unpaid to 15 mins paid

Traffic tracking:

Prior to bringing the summer hours pilot program forward to the council for consideration, staff tracked window and phone traffic on Fridays from 4/7/2023 – 5/5/2023. The following information was gathered during that tracking period:

- Mayor's Office, Finance, HR, and Planning had no unexpected visits on
- Fridays.
- Engineering had two visits after 11:00 am on Fridays during the tracking period. One visit was for a metal detector return and one was for general utility questions.
- Clerk's office had an average of 3-5 visits per Friday after 11:00 am during

the tracking period of 4/7 – 5/5. There were a total of 21 visits after 11:00 am. There were 10 customers served before 8:00 am with the extended morning hours during the summer hours period.

Most of these visits were for dog licenses, bartender licenses, tobacco licenses, and court fines.

- SPAR office had a total of 29 visits after 11:00 am during the tracking period of 4/7 – 5/5. Most of these visits were for disposal site cards and program
- registrations. SPAR office also served 21 customers before 8:00 am with the extended morning hours during the summer hours period.

Staff also tracked traffic after the summer hours program.

- Clerk's office and SPAR office tracked Friday traffic from 9/1 – 12/1.
 - Clerk's Office: on Fridays between 9/1 and 12/1, they served 50 customers either via the phone or in person. 41 were in person and 9 were via the phone. The latest visit during this period was 3:45 pm. The vast majority of calls and visits occurred before 2:00 pm.
 - SPAR Office: On Fridays between 9/1 and 12/1, they served 134 customers. 61 were served before 11 am and 74 were served after 11 am. Of the 134 customers served, 9 were white goods (refrigerator stickers) and 62-yard waste cards. These represent services that are not available online.
 - In 2024, customers will be able to complete additional services online due to the implementation of the new Rec Trac system including purchasing pool passes, registering and paying for classes, and pavilion reservations.

Staff feedback:

All City employees were sent a survey after the summer hours program ended to get their feedback. The survey asked them five questions which were:

1. What department do you work in?
2. How do you feel the summer hours affect your department's operations?
3. Y/N Did you experience any feedback, positive or negative, from residents?
4. If Yes to #3, please share more detail.
5. Overall feedback or suggested changes.

26 employees responded to that survey.

Notable themes from these responses:

- 11 employees noted a “yes” to question #3 above. Of those 11 responses, 8 indicated the feedback was positive and 3 indicated that the feedback was negative. All 3 of the responses that indicated they received negative feedback were from the police department. More details regarding this is noted below:
 - The police department front office staff did not participate in the summer hours program. They noted that they had around 20 residents come to their office for assistance after 11:00 am on Fridays during the summer hours program. One employee from this area did note that they felt with more proactive and timely communication to residents that some of these may have been able to be avoided. They did not have information on what the residents needed assistance with.
- No employees indicated that they felt their department’s operations were negative affected. Instead, many shared they felt there was increased productivity due to a boost in morale.
- Some respondents noted that it may be difficult for some employees to arrive to work by 7:30 am if the program continued beyond summer due to their children’s school schedules.
- The overwhelming response from respondents was they were appreciative of the flexibility, felt it was a huge morale boost, and would love to see the program continued.

Themes from suggestions on survey:

- Continue program next summer.
- Continue program year-round.
- Consider a rotating schedule.

Comments from Department Heads of participating departments:

Comparables:

In researching this topic we found a number of surrounding municipalities have alternative schedules. A summary of those are provided below.

	Monday - Thursday	Friday	Timeframe
Town of Grand Chute	7:00 am – 4:30 pm	7:00 am – 11:00 am	Year Round
City of Neenah	7:30 am – 4:30 pm	7:30 am – 4:00 pm	September - May
City of Neenah	7:30 am – 5:00 pm	7:30 am – 12:00 pm	Summer (Memorial Day – Labor Day)
Village of Kimberly	8:00 am – 4:00 pm	8:00 am – 3:00 pm	Year Round
Village of Greenville	7:00 am – 4:30 pm	8:00 am – 12:00 pm	Year Round
City of De Pere	7:30 am – 5:00 pm	7:30 am – 11:30 am	Year Round

Overall Impression:

The program did not seem to have a significant impact on our ability to serve residents. With an increase in online services and a scheduled website update in 2024 to further enhance our website, we can continue to offer residents easy access to common questions and services. Employee morale was boosted by the program and staff were very appreciative of the opportunity to have more work/life balance during the summer months.

If the program is continued during the subsequent summers or otherwise, we suggest earlier and more frequent communication to residents to allow them ample notice.

Staff Recommendation:

Staff are recommending implementing summer hours as a regular program annually from Memorial Day – Labor Day, aligned by pay periods. The program will be continually monitored to ensure that city staff are able to continue meeting the needs of residents and the community. Hours suggested as regular seasonal hours are below.

MSB and SPAR Office

Monday – Thursday: 7:30 am – 4:30 pm

Friday: 7:30 am – 11:00 am

Lunches adjusted from 60 mins to 30 mins

Street Department Crew

Monday – Thursday: 7:00 am – 3:30 pm

Friday: 7:00 am – 1:00 pm

Lunches adjusted from 30 mins unpaid to 15 mins paid

Staff are also recommending that Marketing and Communication Manager works with staff to implement proactive communication to the public to provide ample notice of summer hours to allow residents to plan accordingly and to be educated on online services available 24/7.