



# MEMO

## Mayor's Office

To: Finance and Personnel Committee  
From: Mayor Penterman  
Date: May 15, 2023  
Re: Summer Hours Pilot Program

Staff would like to propose a pilot program for alternative hours. The purpose of this program is to try and provide more flexibility and work-life balance for as many staff as possible while still providing great service to our residents. This pilot program will not reduce the number of hours in which staff work, but will adjust start times, and lunch lengths in some cases, to provide for early outs on Fridays. This may also benefit residents by opening the Municipal Services Building and Street Park and Recreation offices at 7:30 am to allow the public to take care of their business in the early AM hours before many other businesses are open.

In researching this topic, we found numerous municipalities in our area have alternative schedule arrangements providing shortened workdays on Fridays. Additionally, we asked departments that may be affected by this to track their unexpected window and phone traffic on Fridays. This tracking began in April 2023. Observationally staff felt that window and phone traffic was very sparse, but tracking allowed us to better identify whether closing early on Fridays would provide a major disruption for residents.

In this tracking, we found:

- 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. 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.

Of the most common customers we served after 11:00 am, services are also available online. We are confident that by successful communication of our hours and online services, we would still be able to provide great service to residents.

Since COVID, many of our services are also available online, and we continue to progress in this area. For example, residents are now able to renew their yard waste cards online, obtain building permits online, program registrations, and pay for most City fees online. Based on this we believe that with the additional morning hours Monday – Thursday and the minimal Friday afternoon traffic, there should be very little impact to residents. We plan to work with the City Communication Coordinator to put together messaging regarding hours and online services.

We recognize that not all departments will be able to follow or allow alternative working hours as departments across the City already have varying schedules. However, department heads across the City have been encouraged to think creatively about ways in which they can provide flexibility and options to their staff within reason. Some departments such as the Police Department have already been able to allow their part-time office staff to adjust schedules allowing them to maintain their scheduled hours and hours of public operation but condense the number of days they work per week. I would continue to encourage department heads to bring ideas forward and I am happy to partner with them to discuss ways in which we can continue to foster a positive, healthy work environment for our staff.

The proposed schedules are defined below. As you'll notice, the hours to the public will remain consistent across MSB and SPAR offices, however, staff schedules will vary based on department need.

**Current Municipal Services Building Hours:**

8:00 am – 4:30 pm Monday - Friday

**Proposed Municipal Services Building Hours:**

7:30 am – 4:30 pm Monday – Thursday  
7:30 am – 11:00 am Friday

**Current Municipal Services Building Staff Hours:**

8:00 am – 4:30 pm Monday – Friday  
Lunch = 1 hour unpaid  
Total hours for the week = 37.5 hours

**Proposed Municipal Services Building Staff Hours:**

7:30 am – 4:30 pm Monday – Thursday  
7:30 am – 11:00 am Friday  
Lunch = ½ hour unpaid  
Total hours for the week = 37.5 hours

**Current Street Department Crew Hours:**

7:00 am – 3:30 pm Monday – Friday  
Lunch = ½ hour unpaid  
Total hours for the week = 40 hours

**Proposed Street Department Crew Hours:**

7:00 am – 3:30 pm Monday – Thursday  
7:00 am – 1:00 pm Friday  
Lunch = 15 minutes paid  
Total hours for the week = 40 hours

**Current SPAR Building Office Hours:**

8:00 am – 4:30 pm Monday - Friday

**Proposed SPAR Building Office Hours:**

7:30 am – 4:30 pm Monday – Thursday  
7:30 am – 11:00 am Friday

**Current SPAR Office Staff Hours:**

8:00 am – 4:30 pm Monday – Friday  
Lunch = 1 hour unpaid  
Total hours for the week = 37.5 hours

**Proposed SPAR Office Staff Hours:**

7:30 am – 4:30 pm Monday – Thursday  
7:30 am – 2:00 pm Friday  
Lunch = 1 hour unpaid  
Total hours for the week = 37.5 hours

Full and part-time employees within these departments/buildings will be participating in the alternative schedules.

We would like to implement these hours beginning on June 1 and ending on September 6. This start and stop date align with a pay period so hours and compensation will be the same on both the existing and proposed schedule during transition. During this period, we will monitor how the program is working for staff and the public. Following September 6, we will analyze how the program worked and determine if it's something that could continue seasonally, year-round, or discontinue.

***Recommended Action:*** *Approve the summer schedule for the dates and areas mentioned above as a one-year PILOT. Direct mayor and staff to report back in October with the results and impact on city services.*