

**From:** George Dandalides <[dandalidesg@lakeorion.org](mailto:dandalidesg@lakeorion.org)>

**Sent:** Wednesday, July 23, 2025 10:23 PM

**To:** Sonja Stout <[stouts@lakeorion.org](mailto:stouts@lakeorion.org)>

**Subject:** Fw: Preparation for July 28 Work Session Meeting - Village Office Schedule

Good evening Sonja,

The following is my response to Darwin's request. He has asked that we submit our responses to you.

I have received multiple comments regarding the village office hours. They have come from residents as well as other customers. So, not only residents, but multiple from the Township personnel and from the DDA, for example. The issue comes down to availability during normal business hours, which includes every weekday. The issue became very obvious to me during my campaign for council. As I spoke with residents, this came up multiple times. I can also tell you no one ever commented that the village offices were open an hour earlier as a plus. Additionally, I find it an issue for me for multiple reasons. The following are some of my thoughts:

- We need to keep in mind we are operating a "service" to residents. Providing service means operating for and at the convenience of our customers. Priority should be on their convenience, not ours.
- Many people will take a Friday off to run errands or do some of the types of things that might bring them to village hall. This could include getting a fence permit, park pass, dock pass, ask questions pertaining to ordinances or village policies. Currently, our offices would be closed.
- Our four-day availability compounds when holidays fall in the same week, depending on the day. This was the case during the week of June 16th. We were closed on Thursday June 19th, and also Friday, creating a three-day week. I believe we had (or have) similar situations around the January 1 holiday, the July 4 holiday, Christmas, and new year, all this calendar year.
- This has been brought up multiple times by members of council and planning commission regarding meeting packet availability on Thursdays. With our offices closed on Fridays, staff availability for questions and preparation for Monday meetings can be an issue.

In my mind, we should be focusing our energy on arriving at a solution that promotes customer convenience and considers the work/life balance of our staff, not questioning the validity of the request made my council. For example, if we assume we are offering a convenience to our customer by being open that hour earlier and a similar convenience by being open on Fridays, but there are benefits to our staff by having a four-day work week, why wouldn't we propose a flex schedule where part of the staff works Monday-Thursday, and the other part works Tuesday-Friday. Something like this could be the win-win! I can

also think of other solutions. I am confident that our discussion on Monday will focus on solutions and not be spent attempting to justify our current schedule.

Thanks,

George

**From:** Stan Ford <[fords@lakeorion.org](mailto:fords@lakeorion.org)>

**Sent:** Monday, July 21, 2025 1:00 PM

**To:** Sonja Stout <[stouts@lakeorion.org](mailto:stouts@lakeorion.org)>

**Subject:** Fw: Preparation for July 28 Work Session Meeting - Village Office Schedule

Good morning Sonja,

In response to Darwins questions regarding our office hours, I have not recieved any specific complaints, other than the few that have been part of our public comments at our council meeting.

Thanks,

Stan