



CITY OF LAKE FOREST PARK

CITY COUNCIL

AGENDA COVER SHEET

Meeting Date	March 7, 2024
Originating Department	Municipal Services
Contact Person	Matt McLean, City Clerk
Title	Ordinance 24-1289/Amending the 2023-2024 Budgeted Positions and Salary Schedule for the Municipal Services Department

Legislative History

- First Presentation February 18, 2024 - Budget and Finance Committee
 - Second Presentation March 7, 2024 – Special Meeting
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Attachments:

1. Ordinance 24-1289
 2. Exhibit A 2023-2024 Budgeted Positions and Salary Schedule
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Executive Summary

In an effort to serve more individuals needing passport services, the Municipal Services Department will need to hire an additional part-time Passport Clerk. The Municipal Services Department is requesting an increase in the FTE from 1.0 to 1.5 to accommodate the hiring of an additional Passport Clerk.

Background

Before the pandemic, people were freely able to come into city hall to have passport applications accepted and processed. This caused a lot of frustration and long wait times for people and created a lot of extra work for staff members to try and accommodate a large number of people. During the pandemic, an appointment system was put in place. Since that time, the staff has been able to see people and provide better service to applicants. However, since the appointment process has been implemented, it has the unintended result of being able to serve fewer individuals, and lowering revenues.

In an effort to return to pre-pandemic service levels and revenues, the Municipal Services Department will need to increase the number of passport acceptance hours and increase the number of agents to

work the additional hours. Currently, there is one agent working on Monday, Thursday, and Friday, accepting applications from 12-4. If an additional part-time agent were hired, the passport hours would be increased from Monday starting at 9:30 a.m. and Tuesday and Wednesday during business hours. The additional agent would work on Tuesday and Wednesday during the entire day. That means there will be three days of the week when passport applications can be processed during normal city hall hours. Saturdays will remain the same for processing passports from 10:00 a.m. until 3:00 p.m.

Fiscal & Policy Implications

With the additional passport clerk, there will be a fiscal impact. Below is the current range for the passport clerks:

Passport Clerk	\$4,266.69	\$4,549.98	\$4,833.27	\$5,118.73	\$5,404.18	\$5,687.12
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The projected annual revenue from hiring an additional part-time Passport Clerk would be approximately \$110,000. The annual cost to hire the additional agent would be approximately \$34,738, resulting an increase of roughly \$75,262 in general revenues to the city.

Alternatives

<i>Options</i>	<i>Results</i>
<ul style="list-style-type: none"> Approve the proposed amendment 	Increased service levels and revenues from passport acceptance applications
<ul style="list-style-type: none"> Do not approve the proposed amendment 	Revenues and service levels will continue to plateau

Staff Recommendation

Adopt Ordinance 24-1289 revising the Adopted 2023-2024 Budgeted Positions and Salary Schedule, increasing the Passport Clerk from 1.0 to 1.5.