



118 Central Avenue North, New Prague, MN 56071
phone: 952-758-4401 fax: 952-758-1149

MEMORANDUM

TO: HONORABLE MAYOR AND CITY COUNCIL
FROM: JOSHUA TETZLAFF, CITY ADMINISTRATOR
SUBJECT: CITY HALL SUMMER HOURS
DATE: MARCH 12, 2026

Last year, City Hall implemented a change in its hours from Memorial Day to Labor Day. Prior to this, City Hall hours were 8:00 am to 4:30 pm, Monday through Friday. During this shift in hours, City Hall hours moved to 7:00 am to 4:30 pm on Monday through Thursday, and 7:00 am to 11:00 am on Friday. This move was done for a couple reasons. First, it gave citizens and contractors an extra hour during the mornings that they had access to City Hall, whether for paying bills or resolving permit questions. As a secondary benefit, it provided a time for staff during the week that work could be completed without interruption or it allowed staff to be off on those afternoons that City Hall wasn't open.

Staff did keep track during the summer of how often they had interactions with customers from 7:00 am to 8:00 am to see if the public was utilizing the hour shift. Looking at the data, about 50% of the mornings from Memorial Day to Labor Day saw either an in-person customer interaction or a phone interaction. Most of those days involved both in-person interactions and phone calls. This is just for the Utility Desk at City Hall. On the Community Development side, the extra hour in the mornings proved to be a time that staff were able to review permits that were submitted overnights so that work could be done the next day. Community Development staff also had people calling with questions to set up inspections first thing in the morning.

The hours closed on Friday, afternoons, when tracked against morning Friday use or Friday afternoons during the remainder of the year, have proven to be minimal. While there are the occasional in-person visits on Fridays or phone calls, Fridays are the slowest day of the week, with Friday afternoon being the slowest.

As to how people adapted, people seemed to adapt fairly quickly. Staff received few, if any, complaints about not being open during the afternoon, while also receiving comments about having phone calls answered first thing in the morning instead of customers having to leave voicemails.

Overall, it is my opinion that the shift to Summer Hours in 2025 was a positive move. It is because of that general positivity that I would recommend the City shift to summer hours again in 2026. If this summer goes well, my recommendation is that summer hours becomes a permanent implementation from Memorial Day to Labor Day each year.

Recommendation

Staff recommends implementing summer hours from May 25, 2026, through September 7, 2026.