

CITY OF RICHLAND CENTER - AGENDA ITEM DATA SHEET

Agenda Item: Personnel Handbook Amendment – Hours of Work

Meeting Date: Personnel Committee on July 21, 2025
Public Works Committee on June 19, 2025

Requested by: Ashley Oliphant, City Administrator

Background: Policy 201 Hours of Work of the Personnel Handbook sets the standard workday for full-time employees at eight (8) hours per day totaling a 40-hour work week, Monday through Friday. Currently, some departments work alternate schedules year-round and some have seasonal hours. Standard hours for both City Utilities and the Brewer Public Library are set by their governing bodies.

This request aims to modify the standard hours outlined in the Handbook and to provide department-specific flexibility. The proposed changes are intended to enhance operational efficiency, ensure sufficient coverage, improve customer service, and maximize productivity. Additionally, the Public Works Committee reviewed the standard hours established for the Public Works Department and has provided the following recommendation to the Personnel Committee:

The Public Works Committee reviewed a proposal to establish a standard 8-hour workday schedule for all Public Works employees, from 7:00AM to 3:30PM, Monday through Friday, on a year-round basis, with the ability to set flexible shift schedules. While members acknowledged the operational benefits of the change, they also discussed personnel concerns and policy implications. The Committee voted to refer the matter to the Personnel Committee for further discussion and consideration.

Current Standard Work Hours by Department		
Department	Hours	Days
Administration (C/T, Ec Dev, Zoning)	8:00 AM – 4:30 PM	Monday – Friday
Parks and Recreation	8:00 AM – 4:30 PM	Monday – Friday
Police Department (Clerical, Non-Union)	7:00 AM – 5:00 PM	Monday – Friday
Tourism	Varies	Monday – Sunday
Public Works – Streets	7:00 AM – 3:30 PM	Monday – Friday
Public Works – Streets (Seasonal)	6:00 AM – 3:30 PM	Monday – Thursday
	6:00 AM – 10:00 AM	Friday
Public Works – Buildings & Grounds	6:00 AM – 3:30 PM	Monday – Thursday
	6:00 AM – 10:00 AM	Friday
	2–4 hours	Saturday/Sunday
Library	9:00 AM – 6:00 PM	Monday – Friday
	9:00 AM – 1:00 PM	Saturday
Utility Office	8:00 AM – 4:00 PM	Monday – Friday
Electric	6:30 AM – 3:30 PM	Monday – Thursday
	6:30 AM – 10:30 AM	Friday
Water	7:00 AM – 3:30 PM	Monday – Friday
	4 hr weekend rotation	Saturday/Sunday
Wastewater	7:00 AM – 3:30 PM	Monday – Friday
	8 hr weekend rotation	Saturday/Sunday

A review of standard office hours across municipalities in the region was conducted. The majority, including Richland Center, maintain hours from 8:00 AM to 4:30 PM. However, two municipalities implement a compressed work schedule year-round, and two others adopt a compressed schedule during the summer months. With four out of twelve municipalities utilizing compressed work schedules, an emerging trend is evident.

Municipality	Standard Hours	Summer Hours
Viroqua	7:30 AM – 4:30 PM	Mon–Thu: 7:30 AM – 4:30 PM Fri: By Appointment
Muscoda	8:00 AM – 4:30 PM	
Reedsburg	7:30 AM – 4:00 PM	
Boscobel	7:00 AM – 4:00 PM	
Prairie du Chien	8:00 AM – 4:00 PM	
Spring Green	Mon–Thu: 9:00 AM – 5:00 PM Fri: 9:00 AM – 12:00 PM	
Platteville	8:00 AM – 4:30 PM	
Dodgeville	Mon–Thu: 8:00 AM – 4:30 PM Fri: 8:00 AM – 12:00 PM	
Mineral Point	8:00 AM – 4:30 PM	Mon–Thu: 7:30 AM – 5:00 PM Fri: 7:30 AM – 11:30 AM
Baraboo	7:30 AM – 4:30 PM	
Prairie du Sac	9:00 AM – 5:00 PM	
Fennimore	8:30 AM – 4:30 PM	

Using the current policy as a guide and in consideration of operational needs and the standard hours commonly observed in the region, the following policy is recommended:

201 Hours of Work

A. Standard Hours

- a. Full-time hourly (non-exempt) and salaried (exempt) employees typically work an 8-hour day. The standard work week for all full-time employees is 40 hours, from Monday to Friday.
- b. The standard hours of operation for the following departments shall be 8:00AM to 4:30PM, from Monday to Friday.
 1. Clerk and Treasurer’s Office
 2. Economic Development
 3. Zoning
 4. Tourism
 5. Parks and Recreation
 6. Police (clerical, non-union)
- c. The standard hours of operation for all divisions of the Public Works department shall be 7:00AM to 3:30PM, from Monday to Friday.

B. Alternate Work Schedules

- a. To balance operational efficiency with employee and departmental needs, department heads may propose alternate onsite work schedules (e.g., four 10-hour days or other deviations from the

standard 8-hour workday) with City Administrator approval. Alternate schedules must meet the following criteria:

1. Operational Efficiency: Alternate schedules must maintain or improve departmental productivity, service delivery, or operational outcomes.
2. Staffing Sufficiency: Schedules must ensure adequate staffing to meet operational demands, including coverage during standard operating hours, and customer service requirements. Departments must submit a plan for coverage as part of the approval process.
3. Safety and Legal Compliance: Alternate schedules must adhere to workplace safety regulations and labor laws, including limits on work hours and breaks. For roles involving physical tasks, heavy machinery, or high-risk activities, schedules must minimize fatigue-related risks.
4. Employee Suitability: Employees requesting or assigned to alternate schedules must have a documented record of reliable performance (e.g., satisfactory performance reviews and no recent disciplinary actions) and the ability to manage non-standard hours effectively. Department heads must verify that the employee's role and tasks are compatible with the proposed schedule without compromising quality.
5. Team and Service Continuity: Schedules must provide sufficient overlap for team collaboration, task handoffs, and interdepartmental coordination. Customer-facing services must remain fully accessible and responsive during standard operating hours.
6. Workplace and Public Impact: Alternate schedules must not negatively impact team dynamics, overburden other employees or departments, disrupt workflows, or compromise customer service.
7. Work Hours: The standard workweek for all full-time employees, irrespective of their specific schedule, consists of 40 hours per week. For non-exempt employees, any hours worked beyond 40 per week will be compensated in accordance with FLSA overtime regulations.

b. Approval and Monitoring

1. Approval Process: Department heads must submit a written proposal for alternate schedules to the City Administrator, including a plan for coverage, rationale for operational benefits, and confirmation of compliance with policy criteria. The City Administrator will review proposals within 10 business days and communicate decisions to the department head.
2. Monitoring and Evaluation: Alternate schedules will be reviewed annually by department heads and the City Administrator to ensure continued alignment with operational goals, employee performance, and service quality. Schedules that fail to meet criteria may be discontinued.
3. Temporary Adjustments: The City Administrator may authorize temporary schedule adjustments for seasonal or emergency needs.

This policy offers a traditional framework, carefully balancing departmental flexibility with the need for consistent five-day-a-week in-person coverage. While some municipal employers in the region are already embracing modern approaches like compressed workweeks and seasonal schedules, this policy doesn't fully adopt those methods.

However, it's important for the City to think ahead and proactively adapt to evolving workforce trends. Our goal should be to create a more attractive workplace without negatively impacting finances. Since directly competing with private sector wages isn't realistic, we can significantly enhance both public accessibility and employee well-

being through innovative scheduling. This could look like extending the hours Monday through Thursday, while simultaneously boosting employee satisfaction with progressive options like shorter summer Fridays or designating one weekday solely for internal administrative tasks while being closed to the public. These forward-thinking strategies align with modern workforce expectations and allow us to continue delivering essential community services effectively.

In conclusion, while this policy maintains a conventional structure for now, it's designed to lay the groundwork for future adaptation. It empowers department heads and the City Administrator to assess their operational needs and develop tailored schedules that meet the unique requirements of each department and the community, all while ensuring adequate five-day-a-week coverage. This is an important incremental step, but it also opens the door to more innovative solutions down the road.

Financial Impact: None

Funding Source: N/A

Requested Action: Amend the Handbook to adjust standard work hours and allow alternate schedules.

PERSONNEL: Motion to amend Policy 201 of the Personnel Handbook as presented.