



## AGENDA REPORT

### City Council Meeting

**TODAY'S DATE:** March 11, 2026  
**MEETING DATE:** March 18, 2026  
**TO:** City Council  
**FROM:** Cheryl Hughes, Central Services Director  
**SUBJECT:** Approve Personnel Policy Changes

#### DESCRIPTION/BACKGROUND:

City Council adopted the current Personnel Policy on April 17, 2019, and most recent update was January 2026.

**This item is being brought forward for consideration by non-public safety Directors, as this policy does not impact Police or Fire. The Directors bringing this forward are Central Services Director, Cheryl Hughes; CPD Director, Jason Welker; Finance Director, Sarah Lynds, and Public Works Director, Holly Ellis.**

This proposed change applies only to City Hall administrative office hours. It does not affect Police, Fire, Parks, Building & Grounds, or Public Works field crews, many of whom already operate on a 4/10 schedule. Emergency services remain unaffected.

The following changes are being requested at this time:

1. Section XIV – Compensation Policies
  - a. Section XIV(F) – Hours of Work - to be changed as follows:

Change to reflect operational changes that allow for a 4/10 work schedule at City Hall with City Hall Administrative Offices closed on Fridays. City Hall hours would change from Monday thru Thursday 7:30 AM – 5:30 PM. *All actual changes are red and red-lined in the attachment to this Agenda Report.*

Please note that Police and Fire remain available to the public 24/7 and have a separate entrance that remains unlocked 24/7. Public Works, Parks, Building & Grounds field crews will remain on their current staffing schedule. While City Hall administrative offices will be closed to walk-in traffic on Fridays, staff will remain available for scheduled appointments, inspections, and site visits as needed.

City Hall administrative offices would operate extended hours Monday through Thursday, increasing accessibility outside of traditional 8:00 a.m. to 5:00 p.m. business hours. Residents who work traditional daytime schedules would have the opportunity to visit City Hall before or after work without needing to take time off. Residents would continue to be able to pay utility bills, pay permit fees, and inquire about City services during these extended hours. With the flexible schedule, the City is able to provide extended

service hours without adding staffing costs. In addition, many City transactions, including utility bill payments, permit-related payments, permit applications, and permit status inquiries, can be completed online without visiting City Hall.

While the City Hall building will be closed to walk-in traffic on Fridays, City staff will continue working full hours each week (40 hours for full-time employees) and remain available by appointment. This proposal does not reduce employee hours or services provided. It simply restructures administrative office hours to provide extended daily availability while maintaining operational coverage.

Project managers and inspectors will continue to schedule and oversee construction and development activities consistent with contract requirements, including Fridays when necessary.

The Friday schedule also provides staff with uninterrupted work time to complete tasks that require focused attention. City Hall staff routinely pause work to assist walk-in customers and phone inquiries in order to provide a high level of customer service. While providing immediate assistance to residents is important, frequent interruptions can slow completion of tasks such as permit processing, financial reconciliation, reporting, and project coordination. A reduced-interruption workday allows staff to complete these tasks more efficiently, which can improve turnaround times for permits, financial processing, and project review while still maintaining strong customer service throughout the week.

The City's main phone line will remain active on Fridays. Callers will be able to leave a message for staff and emergency services will continue to be directed to the appropriate response agencies. If a specific staff member is required to respond, they will return the call at the earliest opportunity on their next scheduled workday.

The City provided a 4/10 schedule to City Hall Administration employees back in July 2025 and it was a 6-month pilot program. It was recognized by the Directors noted above that this schedule was not working effectively due to coverage issues, especially with front line employees.

Learning from the July 2025 pilot, this revised structure ensures consistent coverage by standardizing the 4/10 schedule, resolving previous issues with front-line staffing levels. The proposed revisions to the Personnel Policy would provide more flexible work schedules for employees, while still providing service to the community, including expanded hours for conducting business in City Hall Monday thru Thursday. This again would be a 6-month pilot program and if there is an impact to the community, the Directors will make necessary changes to the operating hours or adjustments accordingly, as they have already done. If impacts to the community are identified, Directors will make necessary adjustments to operating hours or staffing coverage.

Providing flexible scheduling is a very effective tool for both attraction and retention of talent to our organization. The City is currently recruiting for a Deputy Public Works Director. After interviewing a highly qualified candidate, the candidate chose not to accept the position due to not having a 4/10 work schedule. Current highly valued employees are important to retain and providing a 4/10 work schedule option is highly desired. This provides a work/life balance and reduces financial costs of commuting for many that live outside the city limits and provides some relief to help with the high costs of living in relation to fuel costs. Additionally, this would provide very attractive flexibility to candidates and current employees. Under the proposed policy changes, employees could have the option of working a 5/8, 9/80, or 4/10 schedule depending on departmental operational needs and Director approval. The intent is to provide flexibility while ensuring departments maintain appropriate staffing and service levels.

In May/June 2025, staff conducted surveys of people that came into City Hall on Fridays and asked if City Hall was closed on Fridays would they be able to conduct business on another day. 100% of respondents to that said "yes". The highest volume of traffic on a Friday during this time period was 7 patrons into City Hall. City Hall today sees minimal traffic, some Fridays maybe only 1 or 2 patrons come in. If a patron, contractor, developer needs to come in on a Friday, they will be able to make appointments. This would likely occur mostly in Building & Planning Divisions.

The list below represents 48 cities and towns that close City Hall on Fridays as reported to Association of Idaho Cities, including a few highlighted larger cities, such as Meridian, Kuna, and Rexburg.

City/ Town	2026 Population (Est.)
Downey	580
Driggs	2,481
Drummond	14
Dubois	523
Eden	406
Ferdinand	145
Filer	1,620
Georgetown	509
Glenns Ferry	1,288
Gooding	3,384
Grand View	464
Hagerman	991
Harrison	267
Hauser	668
Hazelton	828
Hollister	237
Hope	100
Huetter	100
Iona	1,803
Island Park	286
Kamiah	1,163
Kooskia	556
Kootenai	1,083
<b>Kuna</b>	<b>31,433</b>
Lapwai	1,249
Leadore	100
Lewisville	446
Mackay	480
Malta	193
Marsing	1,245
<b>Meridian</b>	<b>149,862</b>
Midvale	204
Moore	168
Mud Lake	370
Mullan	675
Murtaugh	122
New Meadows	659
New Plymouth	1,608
Notus	606
Oldtown	202
Onaway	202
Parker	250
Placerville	46
Reubens	47
<b>Rexburg</b>	<b>41,160</b>
Ririe	715
Rockland	250
Salmon	3,050

**STAFF RECOMMENDATION:**

Staff recommends City Council consider approving the changes to Section XIV – Compensation Policies of the City’s Personnel Policy.

**ACTION:**

City Council to approve changes to Section XIV – Compensation Policies of the City’s Personnel Policy.

**WILL THERE BE ANY FINANCIAL IMPACT? No HAS THIS ITEM BEEN BUDGETED? N/A**

**ATTACHMENTS:**

- Proposed Resolution
- Personnel Policy Redlined Summary