



City of Stevenson

Leana Kinley, City Administrator

Phone (509)427-5970
FAX (509) 427-8202

7121 E Loop Road, PO Box 371
Stevenson, Washington 98648

To: City Council
From: Leana Kinley, City Administrator
RE: City Hall Hours
Meeting Date: February 15, 2024

Executive Summary:

City Hall began being open by appointment only on Fridays in October 2022 as a tool to improve productivity. These tools were prioritized during the strategic planning process. Staff are in the office, meetings are held, and the phones ring to direct extensions. Prior to the appointment only on Friday, City Hall was open Monday-Friday from 7:30am-5pm (47.5 hours). It is now open Monday -Thursday 7:30am-5pm (38 hours) and by appointment on Friday. An ordinance is being presented for council to determine what the hours of City Hall shall be.

Overview:

Council discussed this matter at the January 18th council meeting and the ordinance presented to council at the February 15th council meeting is a result of that discussion.

An option to consider would be to ask the public for input through a survey on how best they would like to be served by the City. A majority of residents commute outside the County for work and may not be able to show up at City Hall between the hours of 7:30 am – 5 pm regardless of the day. To help address this staff has focused on allowing residents to conduct city business 24/7 through online payment options at no cost to the customer, online building application submissions, and improving the city website for easier access to information. Future online tools include planning applications and code enforcement matters. A survey could help identify where to focus future efforts to improve customers' ability to engage with the city and conduct their business.

Action Needed:

Direction on the enclosed ordinance and whether to move forward with a city survey to get feedback on how best the community would like to be served.