



City of Stevenson

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To: City Council
From: Leana Kinley, City Administrator
RE: City Hall Hours
Meeting Date: April 18, 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.

Overview:

Council discussed this matter at the January 18th and February 15th council meetings where a staff was directed to solicit feedback through a community survey.

From the survey, during office hours the needs are as follows:

- 68% of respondents ask a question.
- 34% apply for a permit.
- 52% report a nuisance.
- 17% pay a bill.

The times and days people are most available to conduct business with the city is mostly midday (10am-2pm) every day of the week. The next most requested time is afternoon (2-4pm) followed by a close tie between mornings (1-10am) and evenings (4-6pm). The lowest scoring days were Saturday and Sunday. During the week the highest scoring day was Monday and the lowest was Friday.

What is the expectation for the total number of hours City Hall is open? From here, a recommendation can be made for city hall office hours balancing the feedback of the community and workforce needs.

Action Needed:

Direction on the enclosed ordinance and level of service expectations.