

--MEMORANDUM--

TO: City Council

FROM: Gregory E. Buckley
City Manager



DATE: April 19, 2024

SUBJECT: Possible Change in Summer Hours for City Hall

It has been suggested that the City consider, on a trial basis, implementing modified hours at City Hall like have been implemented in recent years by a number of municipalities in northeast Wisconsin. Specifically, those cities—which include the City of Manitowoc among others—have opted to close city hall at 11:30 or noon on Fridays, either for the Summer season or year-round.

Such a trial or experiment is among the 2024 goals/objectives recommended by the Personnel and Finance Committee.

Such a schedule change would still have City Hall employees working 40 hours per week, by extending the work day on Monday through Thursday and reducing the work day on Friday. The impacted employees would receive the added benefit of Friday afternoons off in the Summer, at no additional cost to the City.

At this time, I propose that we try such a schedule change for City Hall on a trial basis, with the following hours in effect from the week before Memorial Day through the week of Labor Day (16 Fridays in all):

- Monday through Thursday 7:30 AM to 5:00 PM (vs. current 8:00 AM to 4:30 PM)
- Friday 7:30 AM to 11:30 AM

The attached table shows a sampling of 18 northeast Wisconsin cities and villages. Of those 18:

- 8 have regular, “full day” hours, Monday through Friday, year-round;
- 10 close at or around noon on Fridays;
- Of those 10, there are 7 that close around noon year-round, while others do so seasonally.

Any change in hours will, of course, have customer service implications, and we need to be mindful of that. We have limited statistics for customer traffic on Friday afternoons, but can tell you that:

- For Friday afternoons in the period from Memorial Day through Labor Day, 2023, the Customer Service Office averaged 16.5 transactions, ranging in number from 2 to 23.
- For Fridays in the period from Memorial Day through Labor Day, 2023, all day, the Police Department window averaged 6 transactions.

While closing early on Fridays will take away those Friday afternoon hours, the above proposal also adds half an hour at the beginning and end of each day, Monday through Thursday, which will no doubt be of benefit to some customers.

I should also point out that, should City business needs warrant, employees may be required to work on Friday afternoons, or may be given the flexibility to work on Friday afternoons at their supervisor's discretion, but the building will not be open to the public during that time.

Bottom line, we won't know the impact until we try, and if it does not work out, we can return to Monday – Friday 8:00 AM to 4:30 PM in the Summer of 2025. Or, our experience may point to a net benefit from making this change permanent, or even year-round. We can certainly poll our customers—the citizens of Two Rivers—on their experience with this change.

Given the nature of their services and current facility hours, neither the Library nor the Rec Department/Community House anticipate participating in these modified Summer hours.

If the City Council is supportive of trying this experiment for the Summer of 2024, I recommend final action on April 22 or 29, so we can get the word out to the community in advance.

Municipality	Summer Hours	Year Round Hours
Village of Allouez	April - October: Mon-Thurs: 7 am – 4:30 pm Friday: 7 am – 11 am	Mon–Friday: 8:00 am–4:30 pm
City of Brillion		Mon–Thurs: 8:00 am–4:30 pm Friday: 8:00 am – Noon
City of Depere		Mon–Thurs: 7:30 am–4:30 pm Friday: 7:30 am – 11:30 am
City of Kaukauna	5/30-9/4: Mon–Thurs: 7:30 am–4:30 pm Friday: 7:30 am – 11:30 am	Mon–Thurs: 7:30 am–4:30 pm
City of Manitowoc		Mon–Thurs: 7:30 am–4:30 pm Friday: 7:30 am – 11:30 am
City of Neenah		Mon–Thurs: 7:30 am–4:30 pm Friday: 7:30 am – Noon
City of Shawano		Monday – Thursday 7:30-4:30; Friday 7:00-11:00 year round
Village of Ashwaubenon		Mon–Thurs: 7:30 am–4:30 pm Friday: 7:30 am – 11:00 am
Village of Suamico		Monday-Thursday 7am-4:30pm; Friday 7am-11pm
Village of Whitelaw	4/1-9/30: Mon 8am-6pm; Tues-Thurs: 8:00 am-4:00pm; Friday closed	Mon–Friday: 8:00 am–4:00 pm
City of Algoma		Mon-Fri: 8:00-4:00 pm
City of Appleton		Mon-Fri: 8:00-4:30 pm
City of Green Bay		Mon-Fri: 8:00-4:30 pm
City of Kewaunee		Mon-Fri: 8:00-4:30 pm
City of Menasha		Mon-Fri: 8:00-4:00 pm
City of Sheboygan		Mon-Fri: 8:00-4:30 pm
City of Sheboygan Falls		Mon-Fri: 7:30-4:00 pm
Village of Suamico		Mon-Fri: 8:00-4:30 pm