



Proposed Pilot Program of Changes to Hours of Operation for City Hall

February 21, 2012

Proposal

- Increase the hours of operation of City Hall offices to 7 a.m.-6 p.m., Monday through Thursday
 - Increase of two hours daily
- Close City Hall offices on Friday

Proposal (Con't)

- Trial period July 1 – June 30
 - Evaluate at mid-year
 - Customer feedback/opinion opportunities
- Staff believes the pilot program will result in:
 - Extended hours for customer service enhancement
 - Budgetary savings
 - Environmental advantages
 - Improvement of employee morale/satisfaction

Existing Hours of Operation

- Some City services provided 7-days a week
- Pilot program will not affect emergency services and public safety, library or recreation services
- Pilot program affects only 25% of City employees
 - Police, Fire and some City Hall staff already work a 4-10 or other modified schedule (approximately 60% of all employees)
 - Some employees will remain on a 5-8 schedule (Library, Fleet)

Surveys Conducted

- Two surveys conducted
 - External - a City Hall usage survey of customers and the general public
 - Internal - City Hall staff survey

Survey Results

- Of the external customers surveyed:
 - Friday is the least-frequently visited day at City Hall
 - If City Hall hours were extended, preference is for City Hall to be open until 6 p.m.
- Of the City employees surveyed:
 - 73% supported the 4-10 pilot program and an additional 10% were neutral

Change in Service Breakdown

- No Change in Service Schedule (75%)
 - Police
 - Fire
 - Fire Fleet Services
 - Building Inspections
 - Library
 - Parks Maintenance
 - Recreation services
- Change in Service Schedule (25%)
 - All City Hall offices
 - City Clerk
 - Finance & Administrative Services
 - Development Services
 - Economic Development
 - Human Resources
 - City Administration
 - Community Services Administration

Other Municipalities on 4-day Workweeks

- AZ: Avondale, Buckeye, Cave Creek, Chino Valley, Clarkdale, Eager, Eloy, Fountain Hills, Gilbert, Mesa, Peoria, Pinetop-Lakeside, Prescott Valley, Queen Creek, Surprise, Wickenburg, Yuma
- NV: Las Vegas, North Las Vegas, Henderson
- UT: West Valley City, Provo
- CA: San Marino, Highland, Hollister, Cathedral City, Commerce, Laverne, Redondo Beach
- Numerous other cities across the country

Benefits of Proposal

- Customers and residents may find the earlier and later hours on the work day very valuable, because they can get city service before or after their work hours.
- City Hall usage is low on Fridays
 - Fewer in-bound phone calls
 - Fewer customers walk ins at the front counter

Benefits of Proposal (Con't)

- Possible utility and custodial savings operating the new City Hall
- Cost savings in fuel by commuters
- Reduced driving would promote City's clean air and trip reduction goals
 - Approximately 50 cars will be taken off the street on Friday due to commuting to work

Benefits of Proposal (Con't)

- Expected reductions in sick leave and absenteeism
- Increased work-life balance for employees
- Recruitment advantages over other regional employers

Keys to Success During Pilot

- Communicate with the public
- Pursue implementation of online services creating 24/7 availability
- Surveying customers
- Evaluating impact to personnel

Outreach/Notification of Public

- Fliers and fact sheets at City offices, Council meetings, and City events
- News releases
- Website announcements
- MyMaricopa newsletter, mailed to all homes
- Weekly City e-Newsletter
- Email signatures
- Maricopa 20
- Social media (twitter, City Facebook page, LinkedIn)
- Interactions with customers by administrative staff, business licenses and permits
- Updated telephone recordings
- Postcards mailed to all doing business with City
- Print advertisement in local publications
- Advertising on local media sites

Solicitation of Public during Trial Period

- Online surveys in weekly e-newsletters
- Walk-in surveys following service delivery
- Event surveys
- Tracking of service during extended hours

Other Considerations

- Internal and external communication plan will be implemented to address and manage expectations of the trial period
- Management staff understands the expectation that they are to remain on-call on Fridays
- Key staff can remotely work from home on Fridays, if needed

Options

- Implement a one-year pilot program for City Hall with operating hours of Monday-Thursday, 7 a.m.-6 p.m.

or

- Keep current City Hall hours and City Manager will place all City Hall employees on a standard 5-8 work schedule, Monday-Friday, 8 a.m.-5 p.m.

*City Manager does NOT recommend any other options, such as:

- Alternative Friday closures (aka 9-80): Confusing to the public
- Overlapping 4-10 schedules: City staffing is too minimal to provide adequate staffing coverage



Questions?