Office hours changing January 6, 2020

As part of the City’s focus on improving customer service, some office hours will be changing effective January 6, 2020. These include City Hall, Housing Authority, Police Department (admin office only), and Public Works. Beginning January 6, 2020, these offices will be open to the public **7:30 am – 5:30 pm every Monday through Thursday and closed to the public every Friday**.

Currently, most City offices are open either 8:00 am – 5:00 pm or 8:30 am – 4:30 pm, and some offices close for lunch. This can make it difficult for residents, businesses, and visitors to do business with the City, particularly if they are working a traditional 8-5 schedule. Also, when City employees have required training or meetings, offices must be closed for additional hours. This issue was discussed at the City Council’s Organizational Strategies workshop in February, and the City Council approved making the schedule change in order to provide better service to our community and to increase efficiency.

With the new schedule, offices will be open to the public earlier in the morning, later in the afternoon, and remain open during lunch. This will allow City staff to provide customer service for 10 hours per day, Monday through Thursday. In addition, employees will be scheduled to work every other Friday while the offices are closed to the public. These days will be used to increase efficiency by devoting uninterrupted time to special projects and mandatory trainings.

The new schedule will allow our City offices to be accessible to the public for the same total number of hours per week (40), compressed into four days (Monday through Thursday). This allows the public to access City offices beginning at 7:30 am and continuing through 5:30 pm. In addition, City employees will gain about 16 hours per month to work on projects and training, without reducing the number of hours we are available to the public.