

Memo

To: Honorable Mayor and City Council
From: Robin Bowman, Public Works Superintendent
Date: November 12, 2013
Re: City Hall Hours

In the beginning of August, the City started a three month trial period to change the hours of operation for City Hall to Monday – Thursday 7-5:30.

Staff tracked the City Hall calls and walk-ins. Unfortunately we do not have data on the time of the calls and walk-ins. However, Staff has tracked the numbers of these events.

Overall, Staff has been happy with the change to 4-10 work days. There have not been any official complaints about the hours. There are also no instances documented where a resident or contractor was inconvenienced. The overall impression is that people were indifferent to the change.

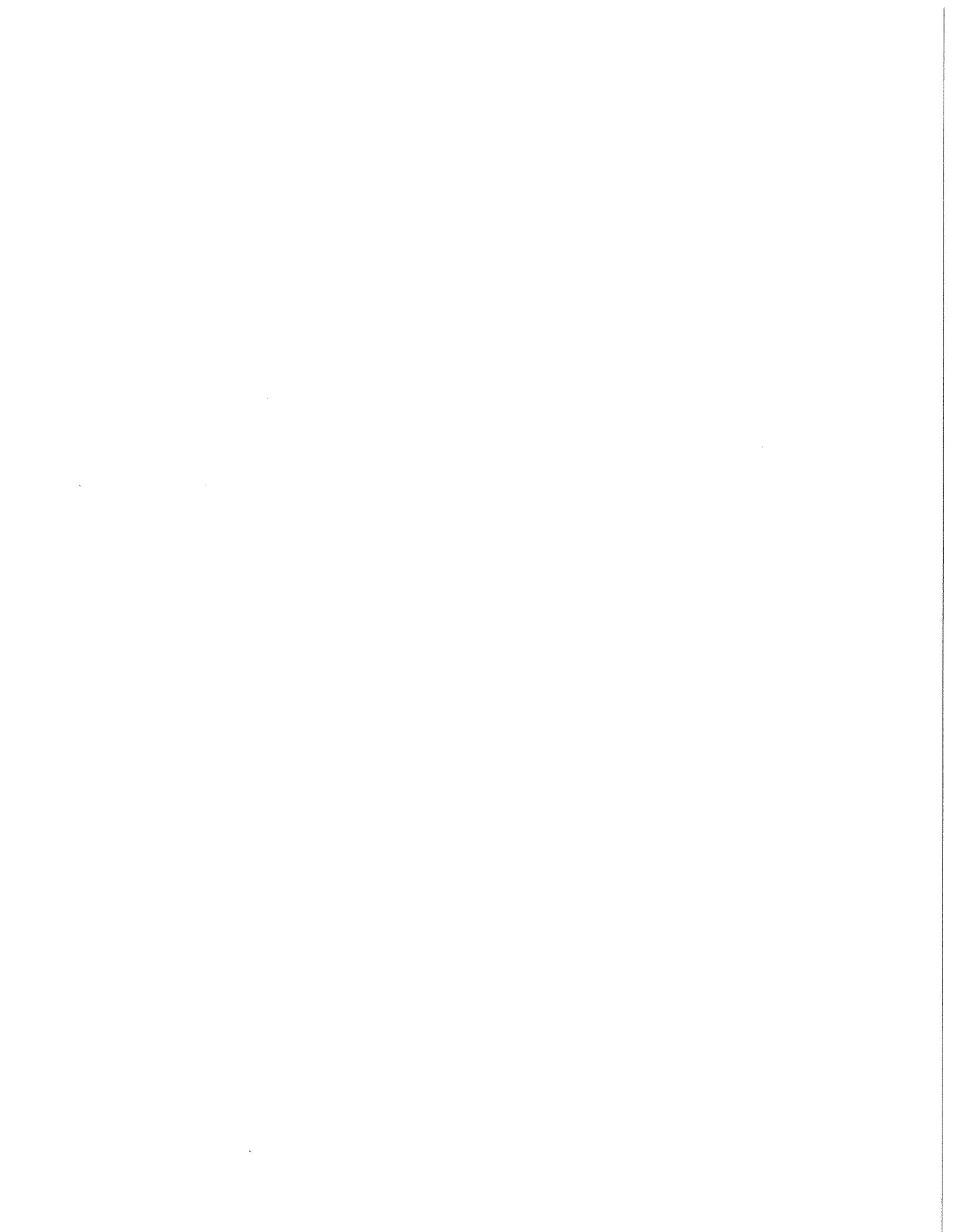
Options to Consider:

- 1) Extend the 4-10 working hours trial to obtain better data
- 2) Permanently adopt the 4-10 working hours
- 3) Revert back to the 5-8 working hours

Attached is the data collected by City Office Staff.

Council Action Requested:

Discuss City Hall hours.



**CITY OF TONKA BAY
CUSTOMER CONTACT SURVEY
August 5, 2013 – October 31, 2013**

DAY	DATE	WALK-INS		PHONE CALLS	
MONDAY, AUG 5		Walk-ins	4	Calls	7
		Look at files (before 8)		Regarding neighbor (2 – before 8)	
		Permit		Permit questions	
		Permit questions		Call for Metro West	
		Garbage can, dog tag		Garbage missed, Dock question	
TUESDAY, AUG 6		Walk-ins	3	Calls	10
		Salesman for Joe		Public Works Call (before 8)	
		Permit		Dock slip (2)	
		Poster		Utilities (2)	
WEDNESDAY, AUG 7		Walk-ins	6	Calls	19
		Deliveries (3)		Docks (2)	
		Joe (3)		Utilities (6), Refer to others (11)	
THURSDAY, AUG 8		Walk-ins	3	Calls	5
		Robin (2)		Dock waiting list	
		Utility		Refer to others (3); E-mail question	
MONDAY, AUG 12		Walk-ins	3	Calls	9
		Survey question		Utility balance	
		Appt with Joe re: demo		Hang up	Refer to others (4)
		Sewer line question		Salesperson	Docks
				Skate park question	
TUESDAY, AUG 13		Walk-ins	5	Calls	2
		LMCC		LMCC	
		File copies (3)		New resident questions	
		CenterPoint Energy			
WED, AUG 14		Walk-ins	0	Calls	7
				Docks (2)	Utilities (3)
				Refer to others (2)	
THURS, AUG 15		Walk-ins	0	Calls	9
				Docks (2)	Utilities
				Refer to others (6)	
MON, AUG 26		Walk-ins	2	Calls	14
		Joe (2)		Docks (2)	Utilities (3)
				Yard waste (3)	Refer to others (6)
TUES, AUG 27		Walk-ins	6	Calls	6
		Permits (4)		Permits (3)	Docks
				Joe	Yard waste
WED, AUG 28		Walk-ins	1	Calls	4
		Docks		Utilities	
				Refer to others (3)	
THURS, AUG 29		Walk-ins	0	Calls	8
				Utilities (3), refer to others (5)	
Tuesday, Sept 3		Walk-ins	5	Calls	10
		Questions about parking, snow		Building permit question	
		Water sample retrieval		Call for Joe (3)	
		Metro West		City Attorney	
		Building permit, Utilities		Call for Robin (2)	
		Plumbing permit		Utilities (3)	
Wednesday, Sept 4		Walk-ins	3	Calls	8
		Mediacom salesperson		Sewer contractor names	
		Metro West		Permit questions	
		Soliciting permit		Lost life jackets, docks	
				Refer to others (3), hardcover question	
Thursday, Sept 5		Walk-ins	7	Calls	8
		Metro West		Dock	
		Variance questions		Permit questions	
		Permits (2), Lot questions (2)		Robin calls (2), Joe calls (4)	
		Homestead		Property file questions	
Thurs, Sept 5		Walk-ins	0	Calls	2
				Property file question, docks	
Mon, Sept 9		Walk-ins	0	Calls	3
				Refer to others (3)	
Tues, Sept 10		Walk-ins	2	Calls	6
		Delivery (2)		Permit, Utilities, Refer to others (3)	
				Property file question	
Wed, Sept 11		Walk-ins	0	Calls	2
				Refer to others (2)	
Thurs, Sept 12		Walk-ins	0	Calls	5
				Utilities (2), refer to others (3)	
Mon, Sept 16		Walk-ins	6	Calls	5
		Permits (5), delivery		Permits (2), utilities, refer to others	
Tues	Sept 17	Walk-ins	3	Calls	5

**CITY OF TONKA BAY
CUSTOMER CONTACT SURVEY
August 5, 2013 – October 31, 2013**

DAY	DATE	WALK-INS	PHONE CALLS
		Permits (2), Delivery	Property file questions (5)
Wednesday, Sept 18		Walk-ins 3	Calls 15
		Permit (2), Setbacks	Robin (3), Setbacks, Bridge crossing
		Joe	Joe, Refer to others (6)
Monday, Sept 23		Permits (2) ROW permit	
		Walk-ins 3	Calls 3
		Homestead, Permits (2)	Utility bill total, hardcover questions
Tuesday, Sept 24		Setback questions	
		Walk-ins 2	Calls 6
		Fire lane issues	Fall cleanup (3), lost cat
Wednesday, Sept 25		Metro West	Bus garage expansion, info on address
		Walk-ins 3	Calls 14
		Joe – meeting	Carol (2), Joe (6), Fall Cleanup (3)
Thursday, Sept 26		Permits (2)	Utilities, refer to others (2)
		Walk-ins 2	Calls 10
		Permits (2)	Joe (5), sales call, hangups (2)
Mon, Sept 30		Fall clean up (2)	
		Walk-ins 4	Calls 7
		Joe	Fall clean up (1)
		Demo application questions	Utilities (4)
Tues, Oct 1		Survey copies, CUP app	Setbacks, Joe
		Walk-ins 6	Calls 9
		Permit application	Joe (2), Permit (2)
Wed, Oct 2		Utility payments (5)	Utility payments (5)
		Walk-ins 13	Calls 7
		Permits (2)	Permit question
		Joe (2)	Joe (3)
Thurs Oct 3		Utility payments (9)	Payment (2), Robin
		Walk-ins 7	Calls 6
		Bridge overpass	Fee schedule question
		Homestead	Robin (2)
Mon, Oct 7		Permit questions (2)	Utility payment (3)
		Utility payments (3)	
		Walk-ins 8	Calls 9
		Property file review	Building code questions (2)
		Metro West	Snowbird
Tues, Oct 8		WSB Meeting	Rob (4)
		Utility bill payments (4)	Joe (2)
		Building permit	
		Walk-ins 8	Calls 10
		Tree down	Robin (3)
Wed, Oct 9		Fence permit questions	Joe (5)
		Snowbird	Snowbird (2)
		Utility payments (5)	
		Walk-ins 2	Calls 5
Thurs, Oct 10		Joe	Robin (4)
		Snowbird	Joe
		Walk-ins 2	Calls 6
Mon, Oct 14		Survey copy	Joe (3)
		Utility payments (2)	Robin (2)
			Recycling
		Walk-ins 9	Calls 6
Tues, Oct 15		Building permit (2)	Utilities (3)
		Joe appt.	Assessment question
		Concerned resident	Refer to others (5), Joe
			Snowbird
Wed, Oct 16		Walk-ins 4	Calls 9
		Building permit	Joe (4)
		Joe	Robin (2)
		Keys (2)	Utility, refer to others (2)
Thurs, Oct 17		Utility payment (2)	Dock waiting list
		Walk-ins 4	Calls 3
		Robin	Report light out
		Joe (2)	Utility payment
Mon, Oct 21		Delivery	ROW permit
		Walk-ins 6	Calls 17
		ROW permit question	Joe (6), Utilities (3)
	Permits (3)	ROW permit question	

**CITY OF TONKA BAY
CUSTOMER CONTACT SURVEY
August 5, 2013 – October 31, 2013**

DAY	DATE	WALK-INS	PHONE CALLS
		Bulletin board posting	Permits (2)
		Metro West	Refer to others (4)
			Robin
Tues, Oct 22		Walk-ins 8	Calls 11
		Metro West	ROW question
		Utility payments (2)	Robin (3)
		Permits (2)	Joe (5)
		Variance app	Carol
		Service people	Hardcover question
Wed, Oct 23		Walk-ins 3	Calls 3
		Permits (2)	Permit question
		Variance application	Hardcover question
			Wrong number
Mon, Oct 28		Walk-ins 5	Calls 6
		Utility payment	Permit (3)
		Master Water Steward program*	Yard waste (2)
		Delivery	
		Metro West	
		Bulletin board posting	Master water steward program
Tues, Oct 29		Walk-ins 8	Calls 6
		Metro West	Joe (3)
		Permits (3)	Permit questions
		Notary (2)	Resident concern
		Liquor license payment	Setback questions
		Directions	
Wed, Oct 30		Walk-ins 4	Calls 2
		Permits (3)	Property file
		Utility payments	Payment balance
Thurs, Oct 31		Walk-ins 4	Calls 6
		Permits (2)	Joe
		Utility payments (2)	Utility payments (2)
			Refer to others (3)
Mon, Nov 4		Walk-ins 3	Calls 12
		Permits	Joe (3)
		Utility payments (2)	Fence question
			Permits (2), Refer to others (4)
			Utility payments (2)
Tues, Nov 5		Walk-ins 10	Calls 6
		Delivery*	New resident
		Battery recycling	Permit
		Metro West, Setbacks	Joe Hardcover
		Voter Utility payment (5)	Where to vote, variance