

Memo

To: Honorable Mayor and City Council
From: Joe Kohlmann, City Administrator
Date: July 23, 2013
Re: City Hall Hours

Staff has compiled a list of walk-ins and phone calls to City Hall by day. Due to the amount of variables, the data is mostly inconclusive. Below is the average number of walk-ins and phone calls by the day of the week:

M – 10.6 T- 9.6 W – 8.3 H – 10.5 F – 10

There are many variable to consider. Utility payment walk-in would have access to the drop box; meetings were set up within the M-F 8:00 0 4:30 parameters; and we only have two data points for Thursdays.

In addition, the Union proposed moving to working 4 – 10 hour days. I told them the City Council has discussed it previously. However, they are bound by the Union contract and will need to work 6-2:30 until or if it is revised.

Staff Opinion

I have no idea what the impact would be to moving to four – ten hour days. Cities that have tried it have chosen to stick with it. In my opinion, probably the best option would be to conduct a controlled trial until the end of August. Hours could be changed to 7:30 a.m. to 6:00 p.m. or 7:00 a.m. to 5:30 p.m. I think if or until it is tried, we will not identify all of issues and or positives.

If I needed to come in on Friday, I would do that in order to not disrupt any current city functions.

Council Action Requested:

Discuss the hours of City Hall. Discuss running a trial period from 7/29 – 8/30.

**CITY OF TONKA BAY
CUSTOMER CONTACT SURVEY
June 28, 2013 – July 19, 2013**

DAY	DATE	WALK-INS		PHONE CALLS	
FRIDAY	JUNE 28	Total No. Walk-ins	9	Total No. Calls	11
		Insurance adjuster		Check ready	
		Peddler permit		Hang ups (2)	
		Pick up check		Health Department (3)	
		Pre-application		Insurance adjuster	
		Metro West		Hours	
		Sign document		City Attorney	
		Bike map			
		Salesperson for Robin			
		Land use meeting with Joe			
MONDAY	JULY 1	Total No. Walk-ins	6	Total No. Calls	14
		Bill Davy		Permit questions (2)	
		Fire Lane concern		Dock questions (4)	
		Sewer problem		Utilities (5)	
		Metro West		New resident	
		General questions		Yard waste question	
		Dock question		Beach sign questions	
TUESDAY	JULY 2	Total No. Walk-ins	7	Total No. Calls	10
		Permit		Permits (2)	
		Docks (2)		Utilities (2)	
		Roofer quote		Stuart	
		Newspaper delivery		E-mail problems (3)	
		Fax		Solicitor	
		Map		Beach questions	
		Metro West		Roof quote	
WEDNESDAY	JULY 3	Total No. Walk-ins	4	Total No. Calls	7
		LMCC Maintenance		LMCC	
		Paper delivery		Hang ups (2)	
		Metro West		Ordinance questions	
MONDAY	JULY 8	Total No. Walk-ins	1	Total No. Calls	2
		Inspection questions		Neighbor issue, new resident questions	
TUESDAY	JULY 9	Total No. Walk-ins	3	Total No. Calls	4
		Inspection questions		Nuisance tree	
		Docks		Survey request	
		Permits		Permit questions	
WEDNESDAY	JULY 10	Total No. Walk-ins	4	Total No. Calls	4
		S/W disconnect questions		Councilmember (2)	
		Utility payments (2)		City Attorney	
		Street signs missing		Permits	
THURSDAY	JULY 11	Total No. Walk-ins	2	Total No. Calls	7
		Friend of Bill Davy		Joe calls (5)	
		Roofing quote		Docks	
FRIDAY	JULY 12	Total No. Walk-ins	3	Total No. Calls	2
		Utility payment		Utility payment	
		Mail to wrong address		Docks	
MONDAY	JULY 15	Total No. Walk-ins	4	Total No. Calls	5
		Utility payment (2)		Resident concern	
		Homestead, hardcover questions		Drainage issue	
TUESDAY	JULY 16	Total No. Walk-ins	2	Total No. Calls	3
		Building permit		Building permit	
		Utility payment		Special assessment	
WEDNESDAY	JULY 17	Total No. Walk-ins	3	Total No. Calls	3
		Utility Payments		Permit question, lost cat, copy request	
THURSDAY	JULY 18	Total No. Walk-ins	5	Total No. Calls	7
		Notary		Councilmember (4)	
		Council packet handouts		Site alteration questions	
		Utility payments		Utility payment (1)	
		Building permit		Building permit	
FRIDAY	JULY 19 until noon	Total No. Walk-ins	4	Total No. Calls	1
		Customer for Joe		Councilmember	
		Utility payment, look at file			
		Plumbing permit			

**LAKE MINNETONKA CITIES
FRIDAY HOURS**

CITY	HOURS	SEASONAL or YEAR ROUND
Deephaven	8-5 M-TH; 8-12 Friday	Seasonal
Excelsior	7:30-5:30 M-Th, Closed Friday	Year round
Greenwood	8-5 M-Th; 8-12 F	seasonal
Minnetonka	8-4:30 M-F	Year round
Minnetonka Beach	8-4:30 M-Th; 8-12 F	Year round
Minnetrista	8-4:30 M-F	Year round
Mound	7:30-5 M-Th; 7:30-11:30 F	Seasonal
Orono	7:30-5 M-Th; 7:30-11:30 F	Seasonal
Shorewood	8-4:30 M-F	Year round*
Spring Park	7:30-5 M-Th; 7:30-11:30 F	Seasonal
Tonka Bay	8-4:30 M-F	Year round
Victoria	8-4:30 M-F	Year round
Wayzata	7-4:30 M-Th; 7-11 F	Year round
Woodland	8-5 M-Th; 8-12 F	Seasonal

*office staff switch off so one has Friday afternoon off but is unofficial