CITY ADMINISTRATOR'S OFFICE MEMO
cityadmin@hiawatha-iowa.com
319-393-1515 ext.523

To: Mayor and City Council

From: City Administrator, Kim Downs

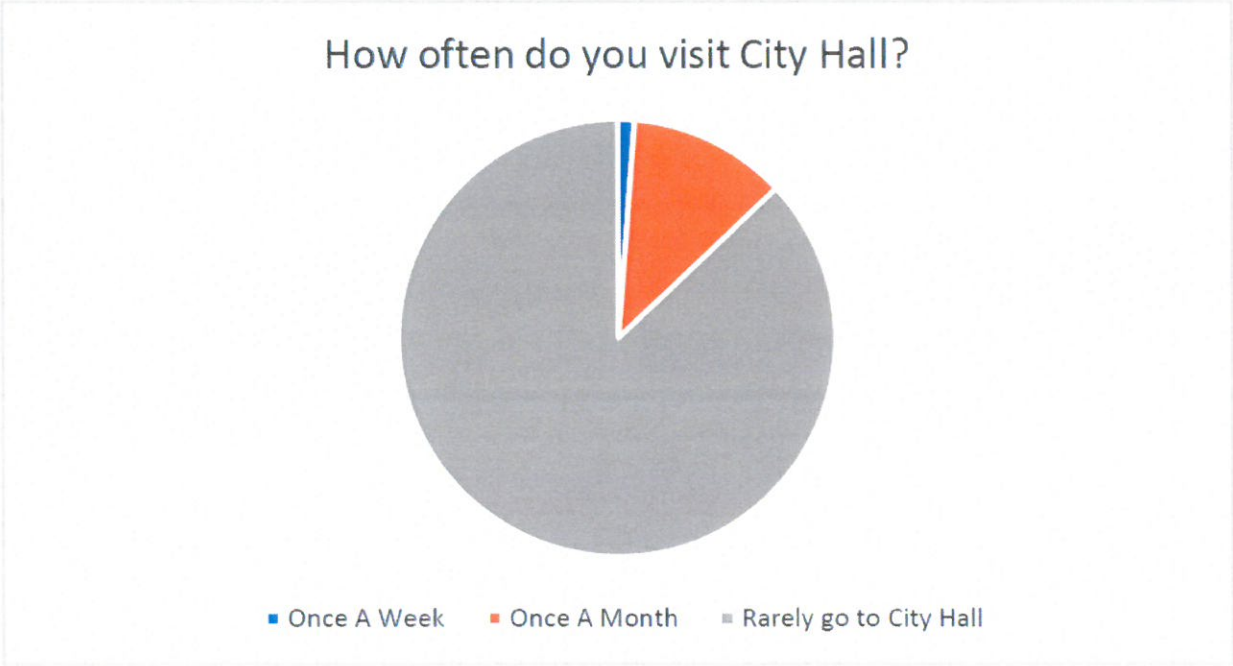
Date: October 31, 2019

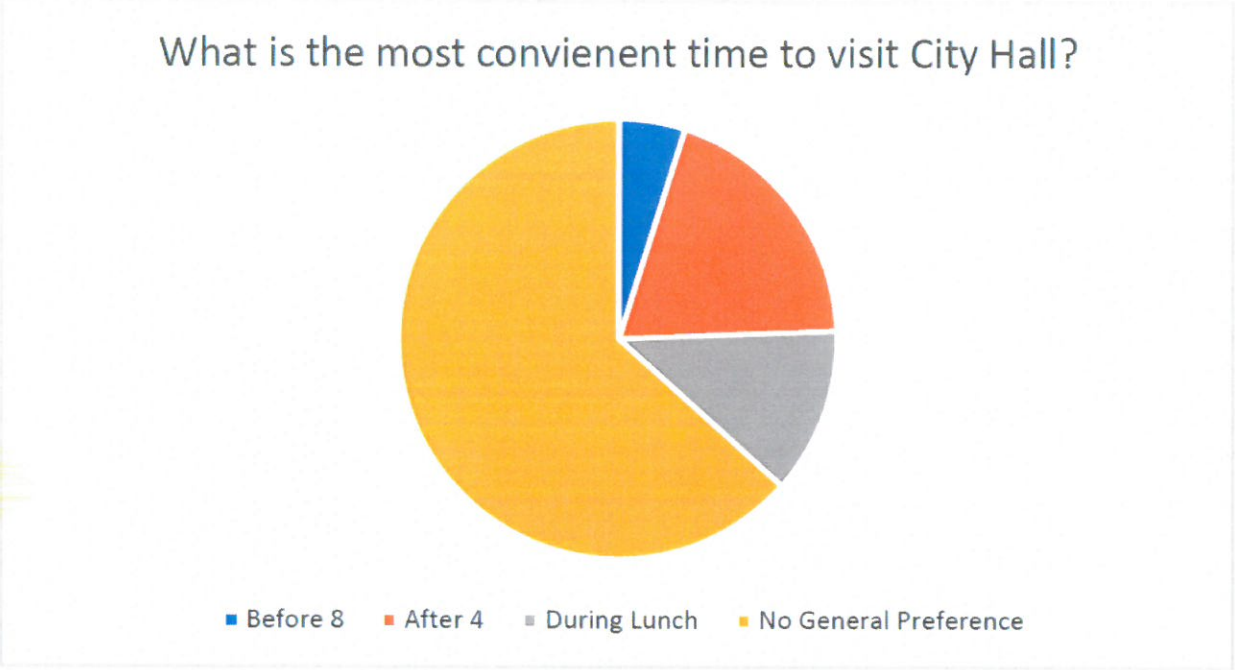
RE: City Hall Business Hours Survey Results

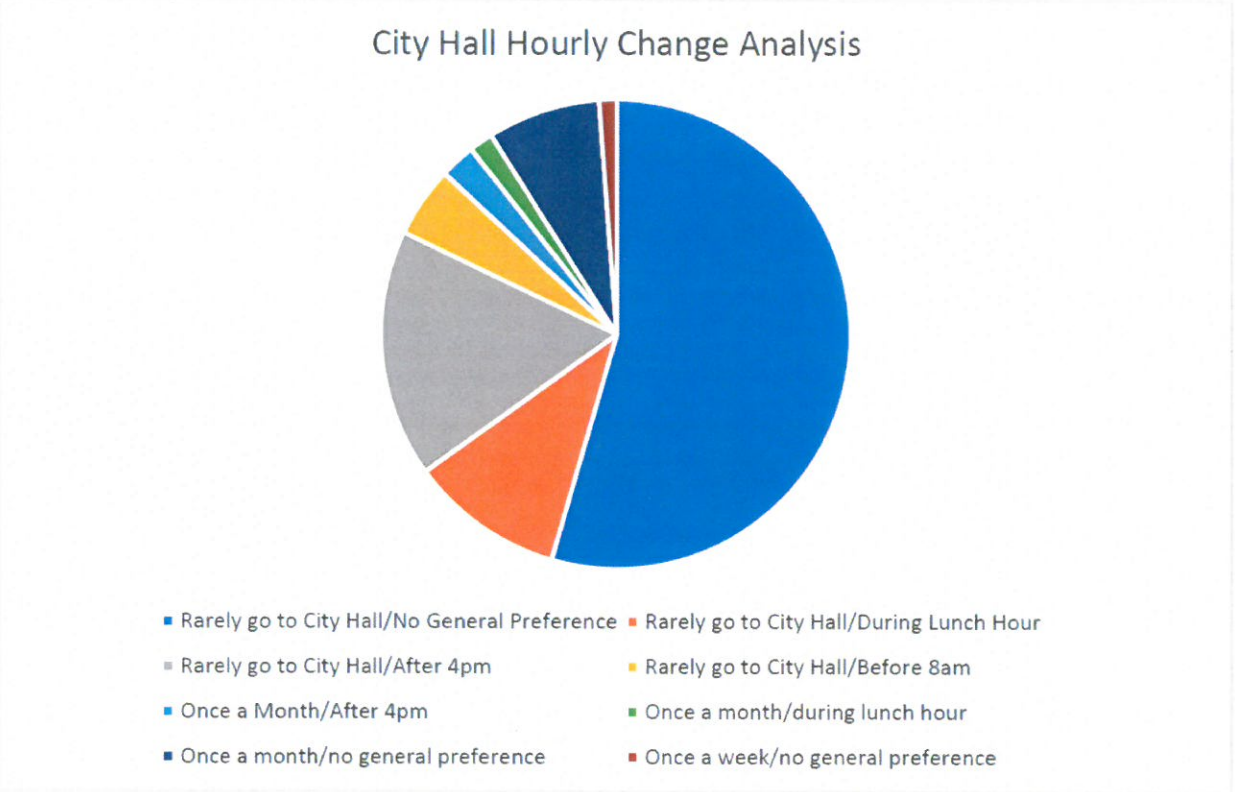
As city administrator, I have been asked to consider changing city hall business hours to reflect 7:30 AM-4:00 PM with a ½ hour lunch. Today city hall hours are from 8:00 AM-5:00 PM with an hour lunch.

To aid in my decision to consider business hour changes staff mailed 900 random surveys to our Hiawatha residents; of those 246 responded (27%). Statistically, 20% and above presents a creditable survey.

- Discovery Summary:
  - 87% of residents rarely come to City Hall for counter services
  - 80% of the residents who are most likely to visit on a regular basis for counter services have no preference regarding city hall availability
  - 2% of the regular visitors to City Hall prefer late hours and may be adversely affected
  - In addition, 20% of our contractors responded to our hour change request. Of those 70% have no general preference; 18% would like access to City Hall before 8:00 AM and 9% need City Hall services over lunch and only 3% would like access after 4:00 PM







- Surveyed metro communities in Midwest Iowa; of 13 communities there was no preference on one over the other. Hours were determined based on community needs
- Staff preference
  - Water Department: 7:30 AM-4:00 PM with a ½ hour lunch
  - Community Development Department: 7:30 AM-4:00 PM with a ½ hour lunch
  - Park & Recreation Department: 7:30 AM-4:00 PM with a ½ hour lunch

- City Administration-no preference
- Police Department-no preference
- Fire Department-not affected
- Library-not affected
- Public Works Department-not affected
- 7:30-4:00 with a ½ hour lunch better aligns with field staff (public works, water operators and community development inspectors, and contractors)

In review of the surveys I would ask city council to consider changing our city hall hours to 7:30 AM-4:00 PM with a ½ hour lunch to accommodate our higher percentage of users and city staff's preference to be effective January 1, 2020. This will allow us time to communicate with our residents, vendors, media resources and update signage.

Thank you for your consideration,

Kim

DRAFT

RESOLUTION NO. 19-
City Council

RESOLUTION CHANGING CITY HALL BUSINESS HOURS OF OPERATION BASED ON SURVEY FINDINGS

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF HIAWATHA, IOWA to change the City Hall Business Hours of Operation to 7:30 AM – 4:00 PM with a half-hour lunch to accommodate our higher percentage of users and city staff's preference to be effective January 1, 2020.

AYES:
NAYS:
ABSENT:

PASSED AND APPROVED this 6th day of November, 2019.

_____
Bill Bennett, Mayor

ATTEST:

_____
Amy Scheer, Deputy City Clerk