

I'm good with these new hours as long as the flexibility remains. Having kids and their ever changing schedules and the ability to flex hours on Fridays, this works great.

I am in favor of keeping the flexible schedule for these 3 reasons:

- 1) Most employees take PTO on Fridays, leaving an empty parking lot and skeleton crew.
 - 2) I feel the extended work days better accommodate the public as we are open later.
 - 3) Everyone's in a good mood on Fridays as we get to leave early.
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I would definitely support the summer hours being permanent.

I try and schedule any appointments that I need to make for Friday afternoons so that I don't have to miss work.

I haven't noticed any issues within the department or any complaints from citizens.

Mayor Nickels,

I hope this email finds you well. I am writing to address my thoughts with regard to the email you sent about the current hours at city hall becoming permanent.

From a custodial/maintenance standpoint, I feel these hours are extremely beneficial. It gives us the opportunity to do tasks like mopping the floors without restricting the public access to certain areas. We can vacuum in the offices, which has proven to be a disruption when done while the staff is working. Maintenance wise, it allows for easier working conditions; not having to worry about citizens interfering with what we are doing and potentially putting their safety at risk, even if it is accidental. The old hours required us to come in before 6 in order to work without being a distraction. This is fine, and I know most of us have no problem doing so. However, it does make it more difficult to plan our work so that it is completed before other people start to arrive, especially if we take care of other buildings that are also high traffic. Speaking from personal experience, I know having the RWAM closed on Mondays grants me a significant amount of time to get my tasks accomplished. I do not have to worry about being a distraction and can work freely, which is something I have come to appreciate. Conversely, the armory is completely booked most days in winter starting around 7:30am, and not being truly vacant until 1:30pm. I often get very stressed when trying to figure out the best time to clean there, and it can make my days very hectic. When this happens, I've found my morale tends to take a nosedive.

From the perspective of a city employee, I think the current hours have been a huge morale boost. When I was at the streets department, I always felt my crew was significantly more productive working on a four ten schedule. The quality of work and pace at which things were completed seemed to improve. Morale was always much higher in the summer, as everyone

enjoyed the extended weekend. It seems this is also the case at city hall; I have noticed better moods all around since these new hours were established. Having a mostly unbiased opinion, I would say the new schedule has been great for the staff.

Hopefully these thoughts help. Thanks for your time, and have a great day!

Thank you for considering this permanent change. At our department meeting last week there was a discussion on this item. All members of my department are supportive of the change and greatly appreciate the flexibility the schedule allows. We have been tracking call volumes on Friday afternoon to determine if there is a sizable impact on the public trying to reach our department. Initially we were experiencing a total of 3 to 4 missed calls with an average of one voicemail per week. That number has dropped to 1-2 missed calls and an occasional voicemail. None of the members of the department have received complaints from the public on the new hours.

I support the “summer” hours becoming the permanent year-round schedule for City Hall. Here are my reasons:

1. Appointments can be made without being gone during the workday, thus not making my coworkers cover for me during my absence. Also, I do not have to consult with them prior to making an appointment, which makes scheduling much easier. *
 2. We have friends and family who do not live in this area. Travelling to visit them is easier with the extra time available on Friday without having to take time off and possibly inconvenience my coworkers.
 3. A few residents have commented on City Hall being closed on Friday afternoon, and none of the comments I heard were negative. Many people said we were “lucky” and a few said they were happy we’d be able to go out and enjoy the weather. Those who have come in after trying to make a payment on a Friday afternoon are very understanding, and when we explain that there is a dropbox for payments, they have been satisfied with that option.
 4. As a resident, I appreciate the extension of City Hall being open until 5:00pm during the week. I worked until 4:30 at my prior job, with only a 30-minute lunch break, so I never had the ability to come to City Hall if/when I needed to.
 5. I am still working 40 hours/week, but it feels like extra time because it is a block of hours together. It allows time for running errands and working on projects around the house, and I honestly think we have spent more time this summer enjoying Manitowoc’s downtown because of this.
 6. I would like to note that in winter it would be nice to be able to go home when there is still some sunshine. I think it could really help lessen the effect of seasonal affective disorder.
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I am in support of this. I feel that us being open till 5:00 p.m. gives citizens more opportunity to visit City Hall outside of their own personal work schedules. It allows for more downtown parking on Friday afternoons as visitors come into town, since the City Hall parking lot is just about empty by 12:00 on Fridays. It allows employees to schedule appointments on Friday afternoons or during the week and allow them to make up the time on Fridays, if they wish. I also feel that I am more productive. I have a longer time to get things done during the week and on Fridays, since there is only 4 hours to get work done I feel like I stay a lot more focused on Friday mornings. Most days a hour lunch break is a waste of time for me.

I wholeheartedly support the proposed new permanent hours. It's been an incredible benefit for staff to have more flexibility within their week, and I have heard from no fewer than 6 different employees throughout City Hall that they appreciate the summer hours and would like to see them permanent.

There are of course election deadlines that the Clerk's office will need to stay open later on a few Fridays, and the department is fully aware of and prepared for those scenarios.

In terms of the public, we frequently have customers conducting their City Hall business during the extra 4:30-5pm M-Th timeslot. I haven't heard any complaints from the public about being closed Friday afternoons. In fact, the Clerk's office continues to work to expand opportunities for folks to conduct their business digitally in the event they can't make it in when we're open.

In terms of tax collection, I do not think that the proposed new hours will have any impact on our ability to collect taxes. There are several banks that collect throughout the City, we have online payment options (most taxpayers can pay in full via e-check for a flat \$1.50 fee), there is the dropbox outside City Hall, and of course mail.

I know you wanted a few short sentences, but I figure you can take what you need/want.

Thank you for moving forward on this – my department is very supportive and appreciative of the effort!

I support the new hours for personal and for work accommodations.

Personal: Flex time had played a **major** role when picking my son up from daycare. In addition, additional mommy + son time were spent for fun adventurous weekends 😊

Work related: Flex time, flex time, flex time was available. No need to say more.

Thanks for asking for our input! I was not in favor of the change initially since I did not want to get home so much later with a half-hour drive. However, I did find that having the extra hours off on Fridays gives a cushion for more flexibility during the week to make up a few hours if needed on Friday. I tried to keep a very open mind going into the change and I now like the hours and hope that it continues! The change has not impacted our department of three. We are able to provide the same assistance to employees as we were prior to the change.

Thank you, yes, I am in favor of the “summer hours” becoming permanent. Working with contractors in Engineering, it has not been a problem at all. I have not had a single person complain that no one was available on Friday afternoon. Now, being that we have not worked these hours through the winter months, things could change. The only issue that I can foresee, would possibly be phone calls regarding plowing/snow storms. I do believe that if anyone within DPI feels there is going to be a concern about an upcoming snowstorm, that this could easily be worked out within our department. With my part-time hours, I am able to flex and work an afternoon instead of a morning, if it was necessary to have some in the office for phones on a Friday afternoon.

Thank you again for the opportunity to “test drive” summer hours this year.

7:00 am – 7:30 am: For those who need to balance cash drawers before City Hall opens at 7:30 am, having uninterrupted time to conduct this task quickly and efficiently from 7:00 am – 7:30 am is appreciated. Staff are also able to listen to and respond to (time appropriate for phone calls) citizen and contractor emails and voicemails between 7:00 – 7:30 am prior to City Hall opening at 7:30 am, again this is a huge time saver. Staff can also conduct quick daily meetings between 7:00 am – 7:30 am regarding project statuses, plan reviews, and inspection coordination within the department or with other departments and outside agencies.

Noon – 1 pm: Since May, citizens and contractors have steadily and increasingly, utilized staff availability between the hours of 12 Noon – 1 pm.

Fridays: The shorter work day on Friday also appears to work well with contractor schedules as most work a longer day Monday – Thursday, and end the work week early in the morning on Fridays or do not work on Fridays at all.

Online Offerings: It appears that several departments are currently utilizing or looking for additional ways to utilize online services for commonly requested items. Hopefully this trend continues as I can only see positive outcomes for our citizens and contractors who may prefer the ease of accessing information or applying for services online or perhaps outside of City

Hall's normal business hours. There will always be citizens and contractors who prefer counter service and some business transactions that require in-person discussions but if there is an opportunity to provide an alternate online service for some of those items that resource is worth exploring.

I appreciate the opportunity to provide feedback on this item.

The staff definitely are in favor the new hours.

We do have a number of early phone calls and inspection that take place. This is not necessary restricted to the summer time. I am in favor and have asked all of them to respond as well.

Our work load, for inspections, is more Monday through Thursday. It works good into our schedule because most of the activity on Friday is in the morning. A lot of the contractors are done by mid- day on Friday. I am in favor of keeping the summer hours.

Hello,

The PD is in favor of keeping the summer hours that were implemented as the new permanent hours. This trial period has given employees the opportunity to be empowered. The flexibility in choosing their shift (8 hours, 9 hours with one 4 hours, or 10 hours) allowed them to choose what works for them in managing their workload while allowing the flexibility in enhancing their work/ personal life balance. People are happier. Productivity has increased.

Four of the six fulltime clerks have been with the City for 23+ years, earning the maximum amount of PTO each payroll. Since the service counter closes at 11:30 on Fridays, this eliminates the need for coverage for those 5 hours, allowing more people to be out of the office Friday afternoon if they choose or to use those hours as quiet, uninterrupted time to work. (two clerks work 10's, one clerk works 8's, two clerks work 9's but one has Tuesday and the other has Friday as the 4 hours day, and one clerk works 10's but works 4.5 on Thursday and 5.5 on Friday).

Knowing that you can confidently make appointments on a Friday afternoon far in advance, without a concern for office coverage, has made a huge positive impact on employee morale. A clerk has expressed to the office manager that she would delay retirement if these hours were permanent because of the flexibility it provides. When her workload is light, she can use PTO hours on Fridays where coverage is no longer needed and when workload is heavier she can work uninterrupted. We get to keep a seasoned, experienced employee and she gets to be happier with better life balance.

There has been no negative impact for the citizens. Not one complaint was made. During the month of April (3 Fridays), we kept track of all transactions that took place at the front counter between 11:30 am and 4:30pm. Please note that signs with summer hours were posted April 10th.

April 7th was Good Friday. We were a closed ½ day.

April 14th

- 5 citizens came in for appointments with detectives.
- Gary (ambulance chaser) to get weekly accident reports. He was advised of change in hours and comes in earlier or on Thursdays since hours changed. Stated he was happy we get the afternoon off.
- 2 citizens and 1 attorney to pick up accident reports/open records request/discovery
- 6 citizens for parking ticket payments – option to pay online, drop box, or mail
- 2 citizens for bike license. Year to date we have registered 60 bikes. The registration form is also available online and can be mailed or placed in drop box.
- 2 citizens for Entertainer Permits- No adult entertainment tavern in the city any longer.
- 1 for face to face contact for sex offender – requires Chief contact
- 1 citizen for mug and prints
- 3 citizens to speak with an officer – phone available for them to connect directly to dispatch for an officer to respond to meet them.
- 1 package delivery and 1 IT staff

April 21st

- 2 citizens for lost property inquiry (keys and a bike that may be in the auction)
- 1 citizen that needed to report to Sheriff's department instead of City PD
- 2 citizens for parking ticket payments– option to pay online, drop box, or mail
- 1 citizen to drop off donation for MPPA
- 1 citizen to pick up copies—In May we changed the times we notify citizens their reports are ready to earlier in the week. Previously calls were made Thursday/Friday.

April 28th

- 1 citizen to speak with an officer– phone available for them to connect directly to dispatch for an officer to respond to meet them.
- 1 citizen to for parking ticket payment – option to pay online, drop box, or mail
- 2 citizens to pick up accident reports
- 1 mentally unstable person wandering around without a shirt

Good afternoon Sir –

I would support this. It is a non-monetary benefit to the employee and in my opinion a win. Finance has overall appeared to be more productive based on having the additional time Monday – Thursday for the priority things, and make Fridays a more recordkeeping, filing, catch up on correspondence, etc. It is almost as if individuals work more efficient to get things done, while maintaining the high customer service expectation, knowing Friday is only going to be 4 hours. I would also be in supportive having City Hall be open 7 am – 5 pm to even out the hours

lost on Friday (4 hours) to equate with more hours open Mon – Thursday. This would have EEs taking 1 hour lunch breaks or making departments schedule to ensure coverage (i.e. Finance would have 1 employee start at 7, 3 start at 7:30, 1 Leave at 4:30, 3 leave at 5).

Some things to think about if made permanent:

- Holidays (as you mentioned)
 - Should keep at 4 or 8 for all employees. I think the current system works; 8 hours with either work additional during the week or substitute a needed benefit.
 - Holidays that land on Fridays: Good Friday, Friday after Thanksgiving, etc.
 - Birthday PTO
 - Currently EPM states 8 hours max and recently employees have been splitting this day (4 hours this Friday that the Birthday lands on and 4 hours that Friday). Just need to evaluate if that is the intent of the Birthday PTO. Some are splitting it in 2 hour increments. If intent is to have a whole day off to honor birthday, should it be the whole day? If so, 8 or 9 hours?
 - Mail / Accounts Payable
 - Effect of not having mail service on Fridays. AP Checks are produced on Fridays; therefore, payments would not be collected until Monday with approximately Tuesday/Wednesday as first day mailed. Missing out on about two days' worth of mail transit. Option is there to move the day to Thursday; however, would require Admins to process sooner (may be not so happy about but there has to be some flexibility if getting every Friday afternoon off).
 - Various
 - Elections, required to be open to 5 and may land on Friday, I think? Thinking nomination
 - Taxes. Stay open longer if installment end date lands on Friday for residents?
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Well, this is great news and I appreciate you bringing this forward as a benefit.

I support making the schedule permanent as both an employee benefit for attraction and retention, as well as for providing enhanced service to the citizens of Manitowoc. The extended Monday through Thursday hours allow our office to be staffed 9.5 hours daily versus 8. As a staffer who is typically in the office between 12-1 there has been more foot traffic during that timeframe – which shows a positive impact on the level of service provided. Since the schedule began, Mitel phone data indicates our department line has 2-3 missed calls after 11:30 on Fridays and I'm confident some of them are spam (as is typical).

My only feedback is that I think 7/7:30-4:30 would be an acceptable option as well as we have had no window traffic and very few business-related calls between 4:30-5pm, but I appreciate your desire to provide a certain level of in-person hours. Also, as more and more people choose

to call, email or complete transactions online – hours until 5pm seem less necessary (especially during the dark days of winter).

Thanks for asking.

I would like to say that I fully support making the City Hall summer hours permanent.

I'm not sure that having these hours in the Finance Dept. has had any kind of impact on our citizens, as we don't have a lot of direct contact with them on a regular basis. I know that the majority, if not all, of the employees in this department prefer the half-hour lunch and really enjoy having that extra time off on Friday afternoon.

Personally, having the afternoon off on Fridays has allowed me to schedule some personal appointments during that time instead of having to take time off of work during the week to accommodate those appointments. I also like having the half day because I tend to use that to catch up on the "little" or "quick" things I need to get done that would normally get pushed aside during the rest of the week when I needed more time to work on bigger things. Being an exempt salaried employee, I know that if I need to work longer to get things done I have that ability, and being here later in the evening or on a Friday afternoon when it's quiet allows me to concentrate on my work uninterrupted. I also like knowing that if I am putting in 10-11 hour days earlier in the week, I have that Friday afternoon off to look forward to without feeling guilty that I'm taking time off during open hours when someone may need me.

Thank you.