



MEMORANDUM

To: Honorable Mayor and Members of the City Commission

From: Russ Blackburn, City Manager

Date: June 9, 2009

Re: Employee Survey Results on Compressed Work Week

As a part of the FY 2009 budget, the Commission approved a compressed work week schedule for a number of City Departments. This one year pilot program changed the work hours for employees located in City Hall, the Old Library Building, and administrative functions located in the Thomas Center, NE Complex and 39th Avenue Compound to Monday through Thursday from 7:00 am to 6:00 pm, which is referred to as "4/10's". City administration committed to evaluate the new work schedule six months after initial implementation and again after twelve months of the compressed operating hours.

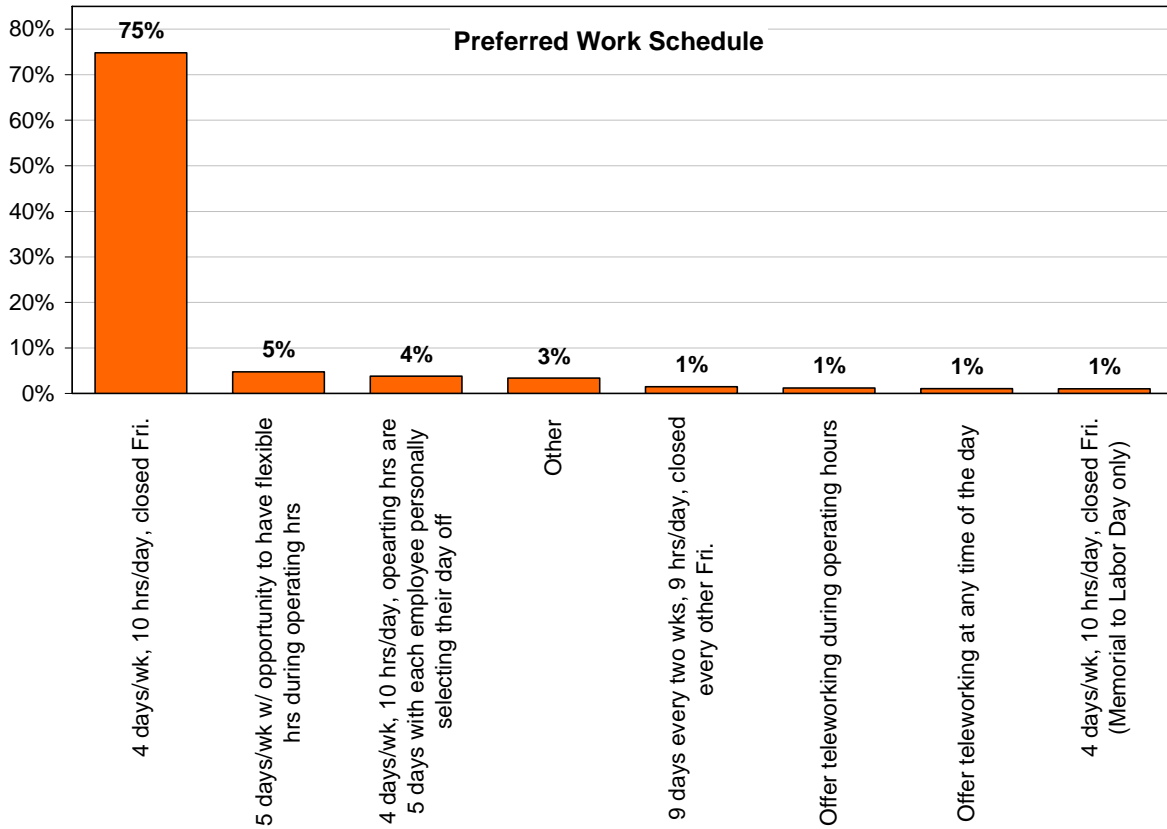
In April, a survey on the 4/10 work schedule was emailed to those employees who had computer access, and paper copies were distributed to those employees without regular email accessibility. A total of 481 employees received surveys, and approximately 91% of those were sent via email. Survey responses totaled 274 which equates to a 57% response rate – an excellent return rate for a survey.

After the completion of the first twelve months, employees will be surveyed again to see if there is any change to their feelings and perspective of the compressed work week. A final report will be submitted at that time along with a financial analysis to determine overall savings.

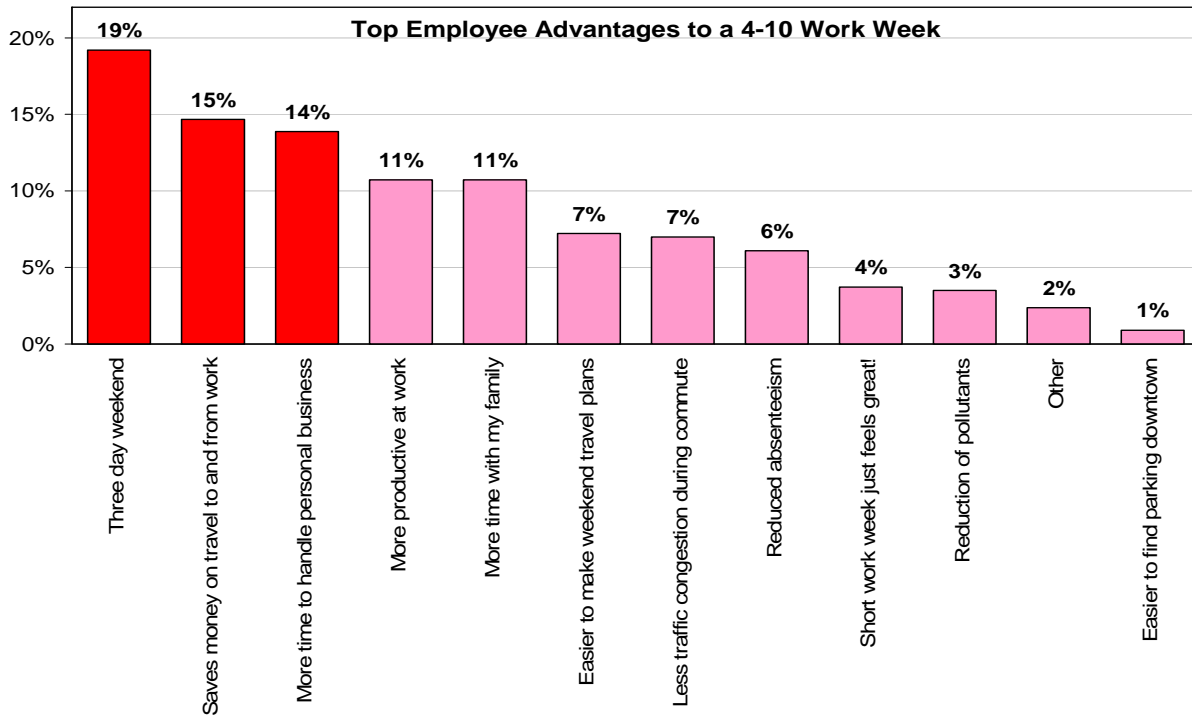
Primary Responses to Survey Questions

A total of seven questions were asked on the employee survey. Respondents had the opportunity to pick multiple answers so response totals may add up to more than 100%.

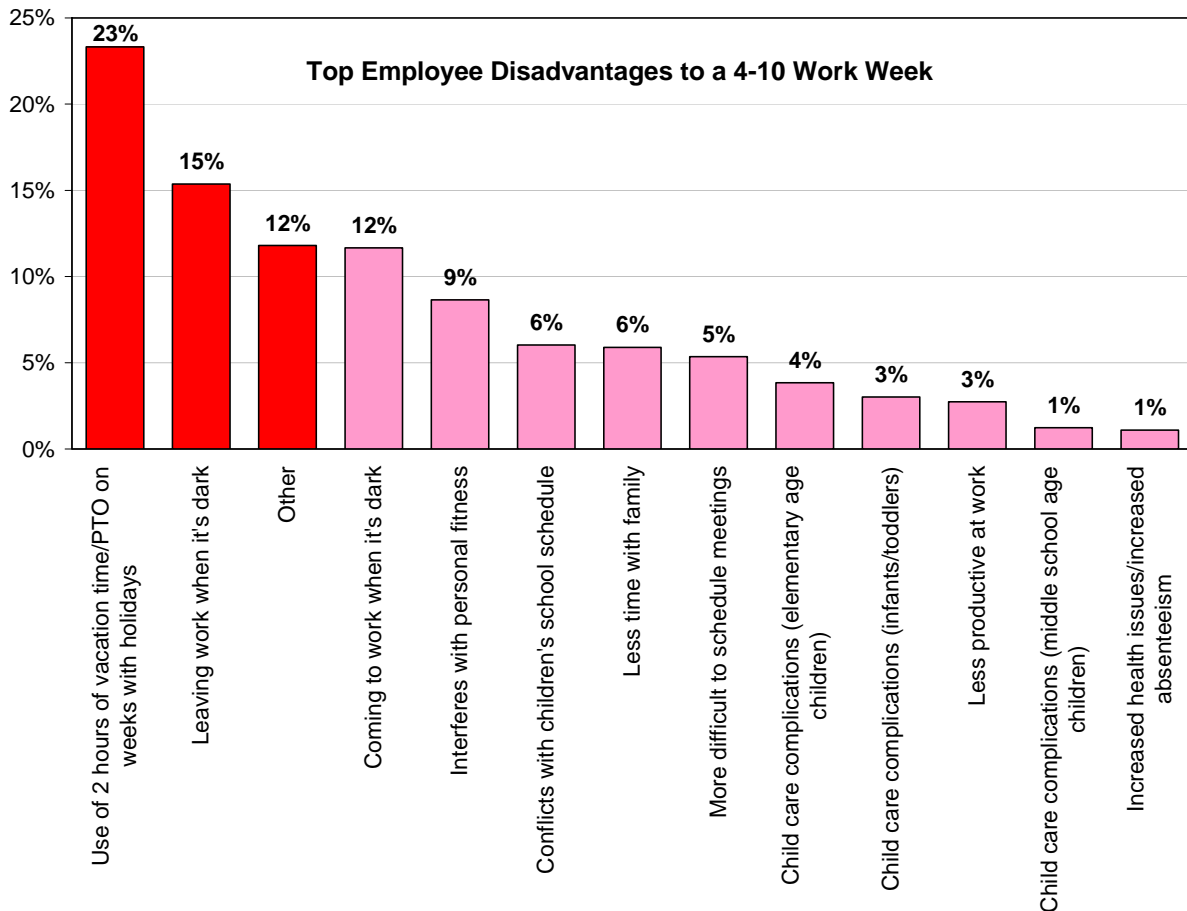
When given the choice of alternative schedules, approximately 75% of the survey respondents selected a work week of 4 days a week, 10 hours per day with Fridays off. The reason for this choice is detailed by the response to the survey questions on employee advantages and disadvantages.



Respondents felt that three day weekends, saving money on travel to and from work, and more time to handle personal business were the top three advantages to a 4/10 work week.

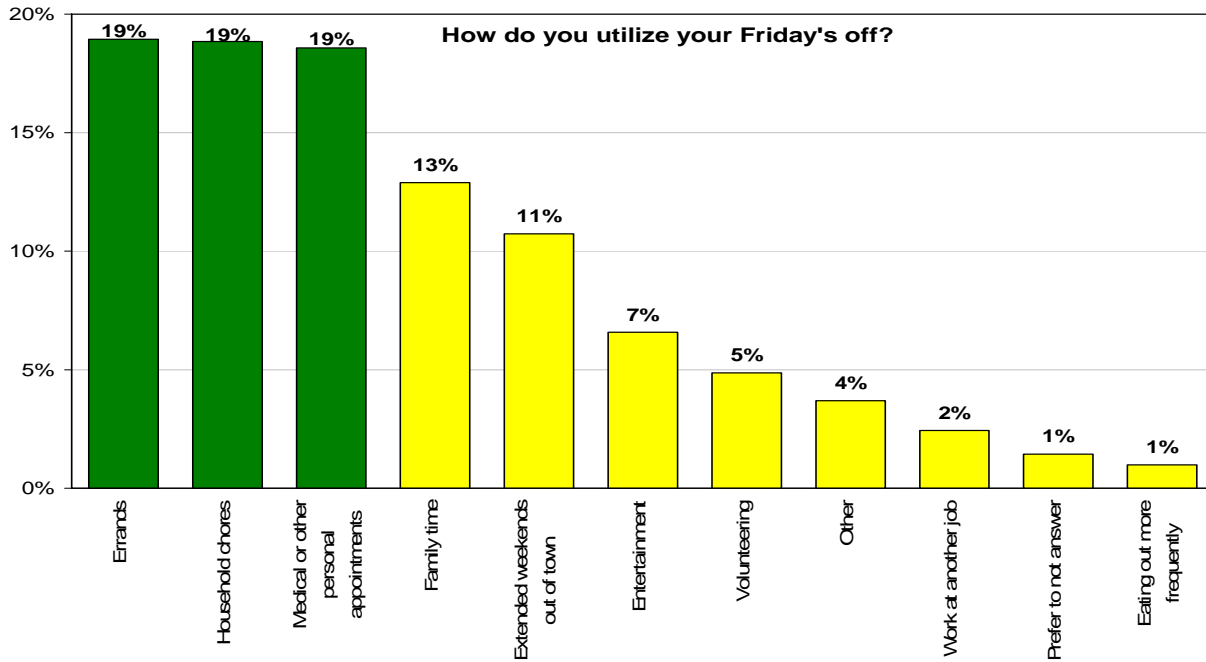


The top disadvantage was the use of 2 hours of vacation time or PTO¹ time for holiday weeks, followed by leaving work when it is dark. Day light savings time covers the period of March through November, so the majority of the first six months of the new schedule took place during the shorter daylight season. This response as a disadvantage may change when the survey is conducted at the conclusion of the 12 month pilot program. A number of respondents chose the “other” category, and listed “no disadvantages” as the explanation for this choice.

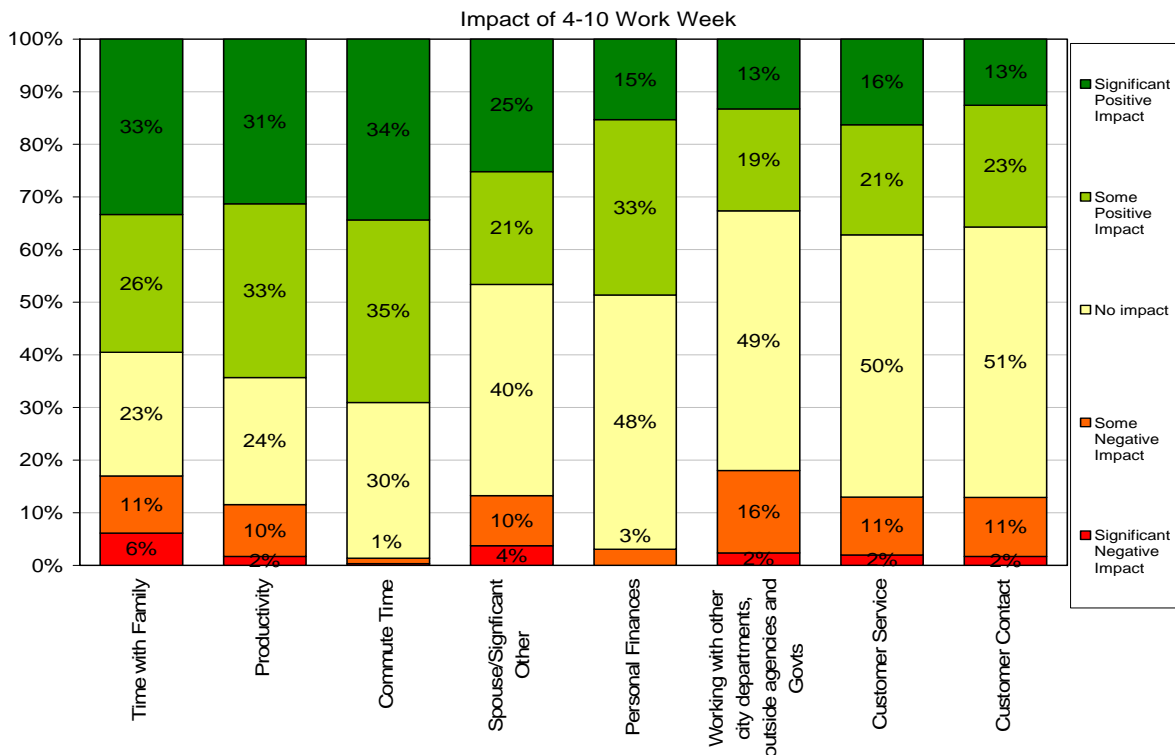


Employees working the new compressed work week schedule indicated that there are three ways they use their extra day off – personal errands, household chores and attending medical or other personal appointments. This may actually indicate that those employees on a compressed work week spend more time at work during their four day schedule than they would on a five day schedule.

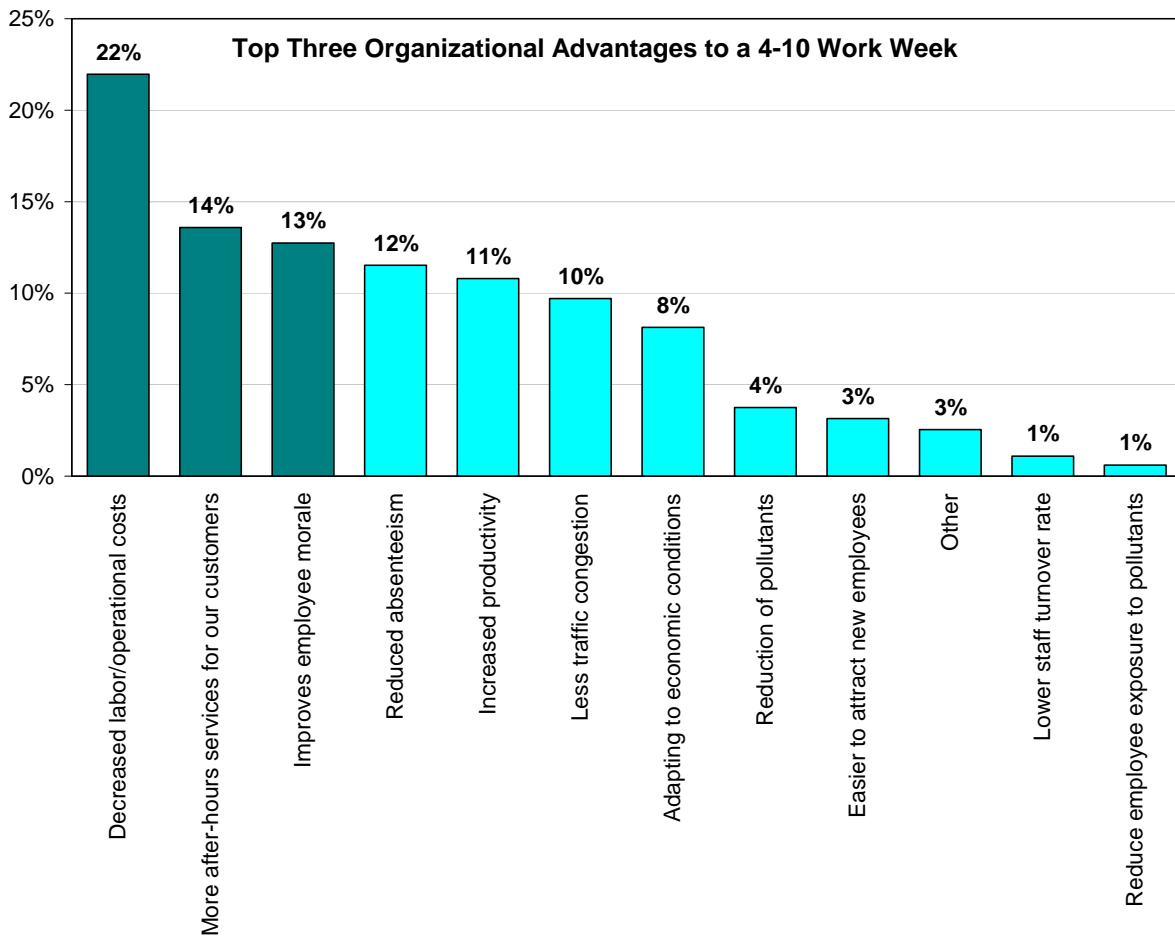
¹ PTO – Personal Time Off



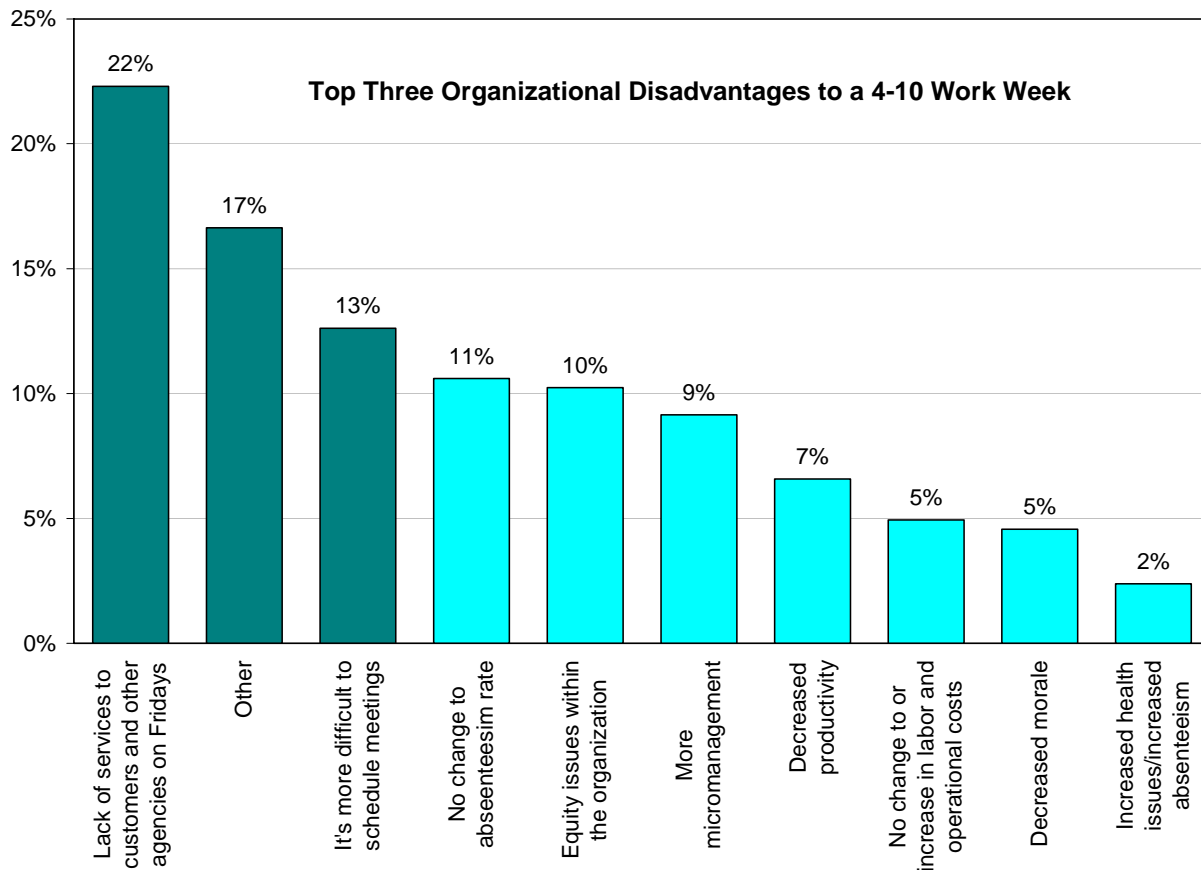
When asked the impact on issues such as time with family, productivity, and customer contact, employees reported the greatest positive impact was on their commute time and productivity. Over half the employees working the 4/10 schedule feel that they have seen no impact on customer contact. However, 36% did respond that there was a positive impact to customer contact, so overall customer contact has increased and not declined due to the schedule change. Overall the impact of the compressed work is positive or has no impact on a variety of factors.



In addition to the personal impact, those employees working the new compressed work week were also asked to rate the advantages and disadvantages to the organization as a whole. Employees identified decreases in labor and operational costs as the greatest advantage for the organization. They also identified more after hours service for customers and improvements to employee morale as additional advantages to the organization as a result of the compressed work week.



Interestingly enough, even though more after hours service was seen as an advantage, the lack of services to customers and other entities on Fridays was identified as the largest organizational disadvantage. Approximately 13% of the respondents believe that it's more difficult to schedule meetings with a 4 day work week. An additional 17% of the respondents provided a variety of feedback under the "Other" category. The majority of these responses indicated that employees felt there are no disadvantages to the organization using a compressed work week.



Based on this first initial survey, the majority of employees are satisfied with the compressed work week schedule. The results of this survey will be compared to the results of the 12 month survey for any significant variations.

Since implementation of the new work schedules, the City has not experienced any increase in customer complaints. There are no noted customer complaints in regards to the available operating hours for City business. There is a plan to include a question about customer satisfaction in regards to operating hours as part of the City's ICMA/National Citizen Survey that will be conducted this fall. Those results will be available in January, 2010. In addition, after the close of the fiscal year, utility expenses will be analyzed and compared to previous years.

If you should have any questions on these results, or other concerns about the compressed work week schedule, please contact either myself or Becky Rountree.