



**For Immediate Release**

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## **New Kentwood City Hall Hours Take Effect Nov. 12**

*City Hall to Pilot Amended Office Hours for Improved Access*

**Kentwood, Michigan, Oct. 30, 2018** – The City of Kentwood will pilot new office hours at City Hall for one year in an effort to improve customer service and access to government services.

Beginning Nov. 12, City Hall office hours will change from its traditional 8 a.m. to 5 p.m. Monday through Friday to the following:

Monday:	7:30 a.m. to 4:30 p.m.
Tuesday:	7:30 a.m. to 6:00 p.m.
Wednesday:	7:30 a.m. to 4:30 p.m.
Thursday:	7:30 a.m. to 4:30 p.m.
Friday:	7:30 a.m. to noon

“We continuously evaluate and seize opportunities to improve customer service” said Mayor Stephen Kepley. “Amending our traditional hours seeks to improve access and better meet the needs of our working community.”

The City launched an online community survey in May regarding office hours for City Hall. A majority of the respondents were in favor of amended office hours. In particular, results revealed an interest in City Hall opening before 8 a.m. and closing after 5 p.m.

With survey results in mind, the City identified alternate office hours that would meet the public need and provide greater access to in-person services, while also being mindful not to create an undue burden on staff nor require overtime. Many office hour scenarios were vetted before deciding on the new hours for a one-year trial period.

Due to the wide range of departments and tasks located at City Hall, interdepartmental flexibility remains a key component to achieving optimal performance. Department heads will retain their ability to schedule staff as they best see fit to achieve departmental and City objectives.

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