

**COUNCIL LETTER
CITY OF KNOXVILLE
March 5, 2018**

AGENDA ITEM: Staff is seeking Council direction regarding hours of operation for Knoxville City Hall.

BACKGROUND: A change to the hours of operation at city hall has been discussed in the past, and staff is now seeking Council direction. This change would be from the current city hall schedule of 8:00am to 5:00pm Monday through Friday, to a schedule of 7:00am to 6:00pm Monday through Thursday. Employees outside City Hall would continue their current schedules.

POLICY QUESTION: Should the City of Knoxville change the hours of operation for city hall?

BUDGET IMPACT: No budget impact.

RECOMMENDATION: City Hall Staff recommends approval of a six month trial for new hours of operation for Knoxville City Hall. The new hours would make city hall more accessible to residents, especially those employed out of town. The change would also be more conducive to scheduling work sessions. This would allow staff to provide information to Mayor and Council in a public and transparent manner. A trial of six months would allow sufficient time for residents to evaluate the new hours and provide feedback on the change.