

The Community Planner

October 19, 2011

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Planning, Financing, and Administration News

City Hall Hours

It can often be a fine balancing act of a City Hall office of being available to the public and yet efficiently completing the necessary tasks of local government. A City Hall's hours of operation will vary upon the level of staffing, population, and needs of the community, but it should also consider the needs of the public and when it is convenient for the public to get to City Hall. Here are some possible considerations and methods that can assist.

TARGETED OFFICE HOURS

It is crucial to listen to the needs of the public. If many residents use their lunch hour to come to City Hall, the City may need to be open over the traditional lunch hour. If people are busy during the day, it may be beneficial to review hours and target being open later one day per week.

SAVE THE DATE!

I&S Group is partnering with Abdo, Eick, & Meyers to present a seminar on Municipal Funding. The seminar will be held in the morning of Friday, October 21, at the Owatonna Cabelas. Please register soon because space is limited.

Lunch will be provided after the event and you will have time to ask colleagues about issues within their communities.

More details and a registration form are attached. We look forward to seeing you there!



"CLOSED" OFFICE HOURS

Some communities have adopted the policy of allowing staff to close City Hall and not answer phone calls. This gives staff a block of uninterrupted time to complete tasks and projects. This can be especially beneficial in offices that have one person that is trying to accomplish multiple tasks. It is crucial to inform the public that City employees are working on specific projects during this time, and not available for the public to drop in.

DROP BOXES

In order to serve the public, drop boxes can be a good way for residents to drop off utility bill payment and other information to City Hall without requiring interaction with staff.

TECHNOLOGY

Using the City websites is a great way to provide information to the general public about topics and possibly try to streamline or start permitting processes with online applications. E-mail updates are another good way to keep citizens informed of important information and events.

At Your Service

Please feel free to contact us with any questions.

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ARCHITECTS · ENGINEERS · PLANNERS · LAND SURVEYORS · SCIENTISTS

Municipal Funding Seminar

It is not news to any of you, but there is work to be done in our cities. The real question is how to prioritize and finance these real needs in a responsible and sustainable fashion. At this Municipal Funding Seminar, experts from across a broad range of disciplines will discuss the importance of managing infrastructure and facilities in a manner that extends the life of the assets while planning for their replacement. Our panel of experts will include professionals from PlanScape Partners, Northland Securities, USDA Rural Development, Abdo Eick & Meyers, and I&S Group.

Please plan on joining us for the morning at Cabela's in Owatonna for a lively discussion. The cost for the seminar is a very reasonable fee of \$15 to help defray facility and food costs. To register, please return the bottom portion of this sheet before October 7th. Space is limited, so register early! If you have questions, please contact:

Bill Goldy of I&S Group at 507.331.1500 or bill.goldy@is-grp.com
Tom Olinger of Abdo Eick & Meyers, 507.304.6802 or tolinger@aemcpas.com

WHEN October 21, 2011
8:00 am - 12:30 pm
Morning snacks and lunch included

WHERE Cabela's, Owatonna, MN

WHO Municipal staff and elected officials (targeted at cities under a population of 3,500)

WHAT Seminar discussing infrastructure and facilities management and funding

SPONSORED BY:



Municipal Funding Seminar Registration Form

Name: _____ Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Email: _____

Names of Additional Attendees: _____

Number of Attendees: _____ X \$15 = Total Payment: \$ _____

Return to: I&S Group, 115 East Hickory Street, Suite 300, Mankato, MN 56001