

Item D-2

Update from Human Resources on Progress of Council's
Goal #5 Put People First and
Discussion on Additional Work/Life Balance Initiatives

City Council Strategic Goals

No. 5 Put People First

- 5.1 - Establish, measure and monitor high standards of customer service.
- 5.2 - Establish clear performance expectations, allow for flexibility and hold ourselves accountable.
- 5.3 - Recruit, recognize and reward quality city staff.

Update on Work/Life Balance Initiatives

Recent Adjustments:

- Revision to Sick Leave Use Policy
- Revision to The Keller Pointe membership for employee families
- Extended casual dress code during the holidays
- Increased On-Call Pay
- Implemented Youth Mentorship Program (volunteer time off)
- Held Employee Roundtable meetings to discuss ideas

New Proposal: Compressed Work Schedules

- *Note: Police and Fire already work compressed schedules*

How do we remain competitive?

NEED A JOB?

**WE ARE
HIRING!**

See Our Opportunities & Apply Online:
www.cityofkeller.com/jobs

FULL TIME
PART TIME
&
SEASONAL

10 Benefits and Perks Employees Expect in a Post-COVID World

1. Remote Work
2. Four-day Workweek
3. Employee Assistance Program
4. Signing Bonus
5. Employee Resource Groups
6. Career Development
7. Hybrid Work
8. Smart Office
9. 401k Contributions
10. Employee Discounts

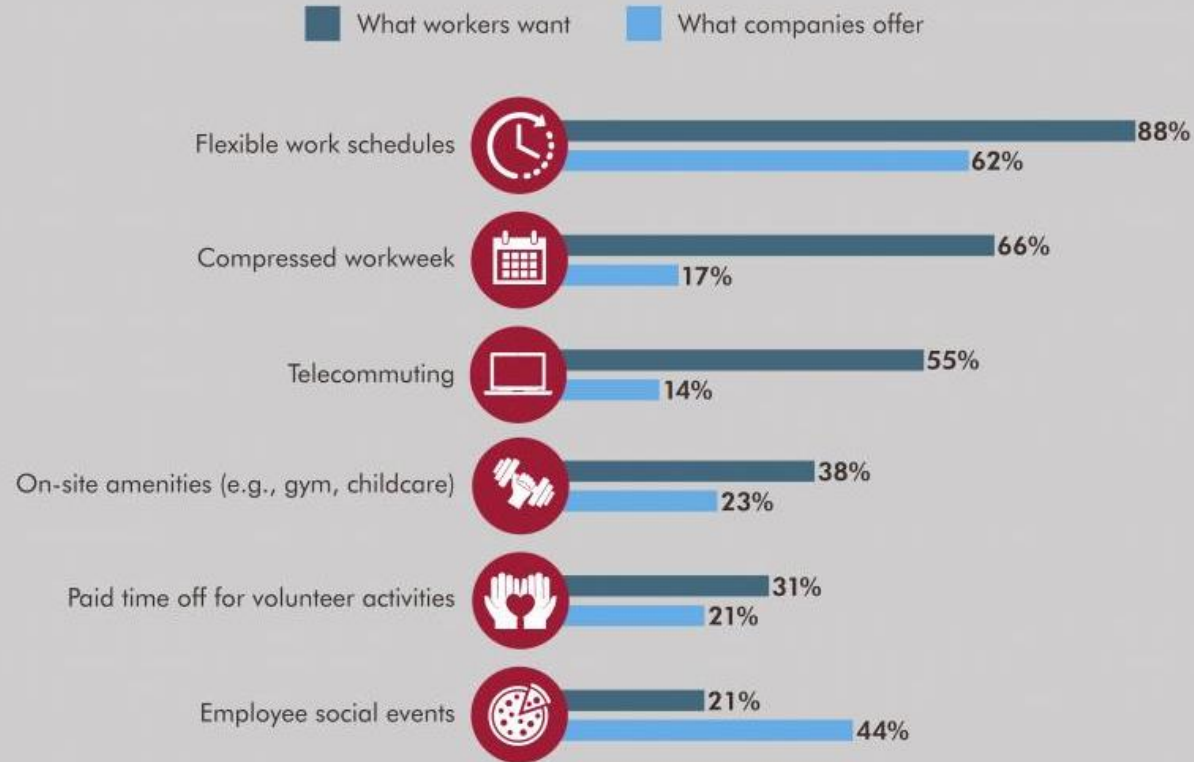
“Workers now expect benefits to enrich their professional and personal lives. And in the midst of the Great Resignation, that’s forcing employers to rethink their benefits offerings to prioritize flexibility, wellness and convenience.”

-Benefitnews.com March 31, 2022

Thinking Outside the Box

POPULAR PERKS, INCENTIVES AND BENEFITS

PERKS



• Credit: Robert Half October 24, 2018

“Millennials are increasingly demanding flexible work schedules to achieve better work-life balance.”

- Forbes.com Dec. 7, 2017

Workplace Flexibility For Millennials: Appealing To A Valuable New Generation

“Researchers also reported lower burnout and higher wellbeing among employees with a four day work week.”

- Gallup.com Sept. 9, 2021

Is the 4 Day Work Week a Good Idea?

12 Employee Benefits and Perks for Your Hiring and Retention Plan

-Robert Half November 22, 2021

6 Most Desirable Benefits

Health Insurance

Paid Time Off

Retirement Savings Plan

Dental Insurance

Life and AD&D Insurance

Vision Insurance

6 Most Desirable Perks

Flexible Work Schedules (2/3)

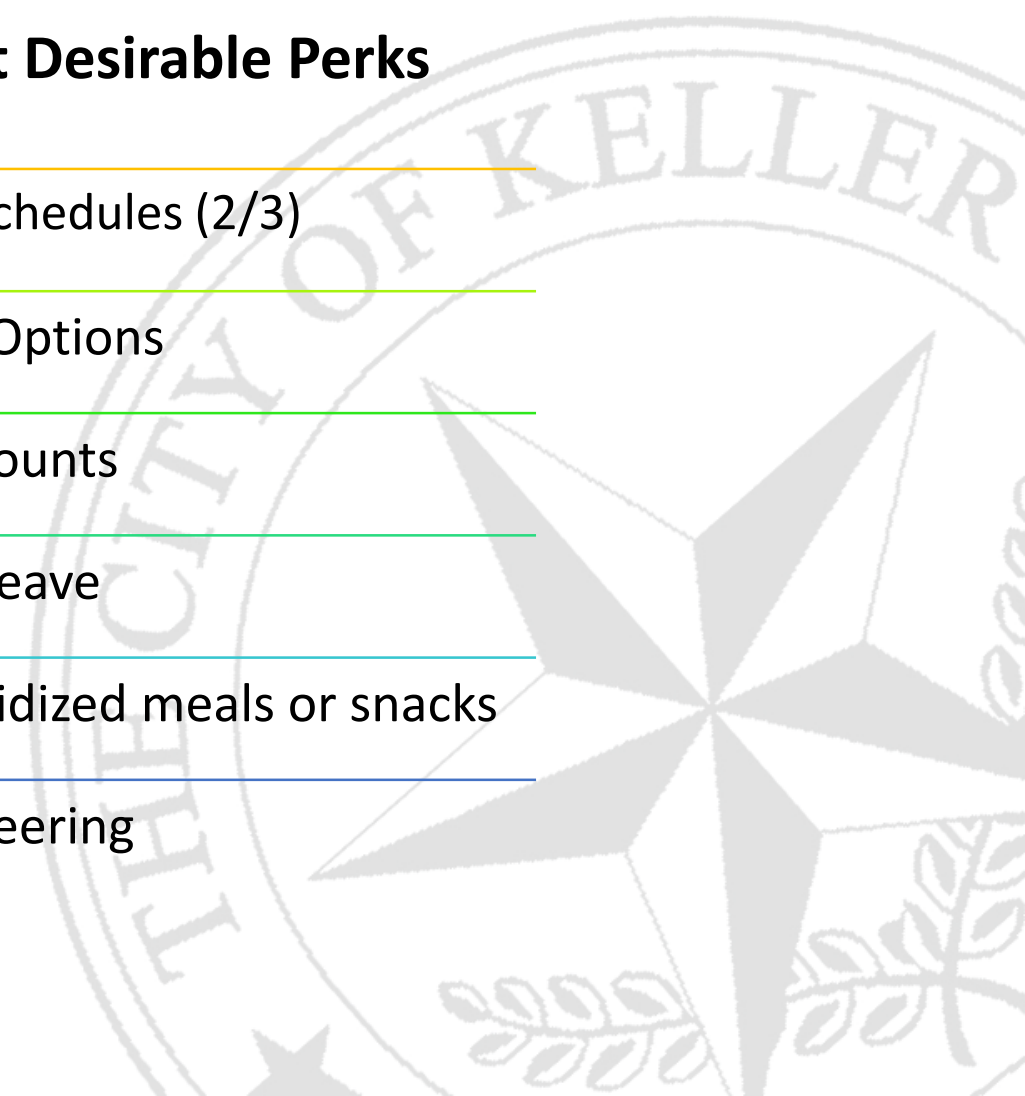
Remote Work Options

Employee Discounts

Paid Parental Leave

Company-subsidized meals or snacks

PTO for Volunteering





THE APPEAL OF FLEXIBLE WORK SCHEDULES

30%

of workers reported leaving a job because it did not offer flexible work options.

45%

of respondents said they were interested in working an alternative work schedule.

74%

of workers said that work-life balance is a top factor when evaluating a job.

80%

of employees said they would be more loyal to their employers if they had flexible work options.

“Creating work environments where employees are healthy, loyal and productive may be the ultimate corporate hat trick.”

-Society of Human Resource Management
June 20, 2020 Phenomenon of the Four-Day Workweek

“A four-day schedule can make it easier for caregivers, including working parents, to juggle their responsibilities. And the extra day off means fewer commuting days, which saves time and reduces environmental impact.”

- New York Times November 23, 2021
Is the Four-Day Workweek Finally Within Our Grasp?

Benefits of a Compressed Work Schedule

- Promotes work/life balance for employees
- Improves recruitment and retention efforts
- Improves productivity (i.e. worksite set up) and absenteeism
- Improves customer service (extended operating hours for public)
- Savings on fuel and utility costs (~2.5%)
- Reduces commuting time and cost by 20% for employees
- Maintains a budget neutral approach
- Identifies as a non-compensation based option to improve retention and recruitment

Data Analysis

March 11, 2022 - April 14, 2022 (5 Fridays)

Public Works - Municipal Service Center				
	Phone Calls	Walk-Ins	Total by Day	% by Day
Monday	112	0	112	26%
Tuesday	109	0	109	25%
Wednesday	81	0	81	19%
Thursday	66	0	66	15%
Friday	67	0	67	15%
Total	435	0	435	

Town Hall	
Walk-Ins	% by Day
211	23.2%
185	20.3%
182	20.0%
202	22.2%
130	14.3%
910	

Police Records	
Requests	% by Day
171	20.2%
168	19.9%
183	21.7%
179	21.2%
144	17.0%
845	

Compressed Work Schedule Proposal

Compressed Work Week: 4-Day Schedule

- Town Hall, Municipal Service Center and Police Records Office to be closed on Fridays
- Trial Period (May 28, 2022 – October 14, 2022)
 - *Council Update on October 4, 2022*

New Hours

- Monday-Thursday
- 7:30 a.m. to 5:30 p.m.
 - *Provides flexibility for the public to call/visit Town Hall before or after traditional business hours*

Employee Feedback Excerpt (2021 Employee Survey)

As an employee of the City of Keller, how would you rate the job organization does at each of the following?

Work-Life Balance

- Excellent 15%
- Good 45%
- *Fair* 30%
- *Poor* 9%
- Don't Know 1%

How will this work?

- Affected departments will evaluate and implement necessary adjustments (i.e. Public Works on-call program)
- Town Hall will remain open as required (i.e. elections)
- Compliance with statutory timelines will continue (i.e. records requests)
- Department leaders will be available (as they are now)
- Business will occur on Fridays as needed by appointment
- Public Safety, Library, Senior Center and The Keller Pointe will continue current operations (in most cases, compressed work schedules already exist)

How will we know if it's working?

- Output will be measured to ensure continuity of customer service
- Employees will be surveyed to determine satisfaction after the trial period
- Recruitment efforts will be monitored
- Resident/Customer feedback will be collected

What challenges do we expect?

- Citizen concerns or misunderstanding of the new schedule
- Employee adjustments to longer days
- Ongoing departmental adjustments to processes/deadlines

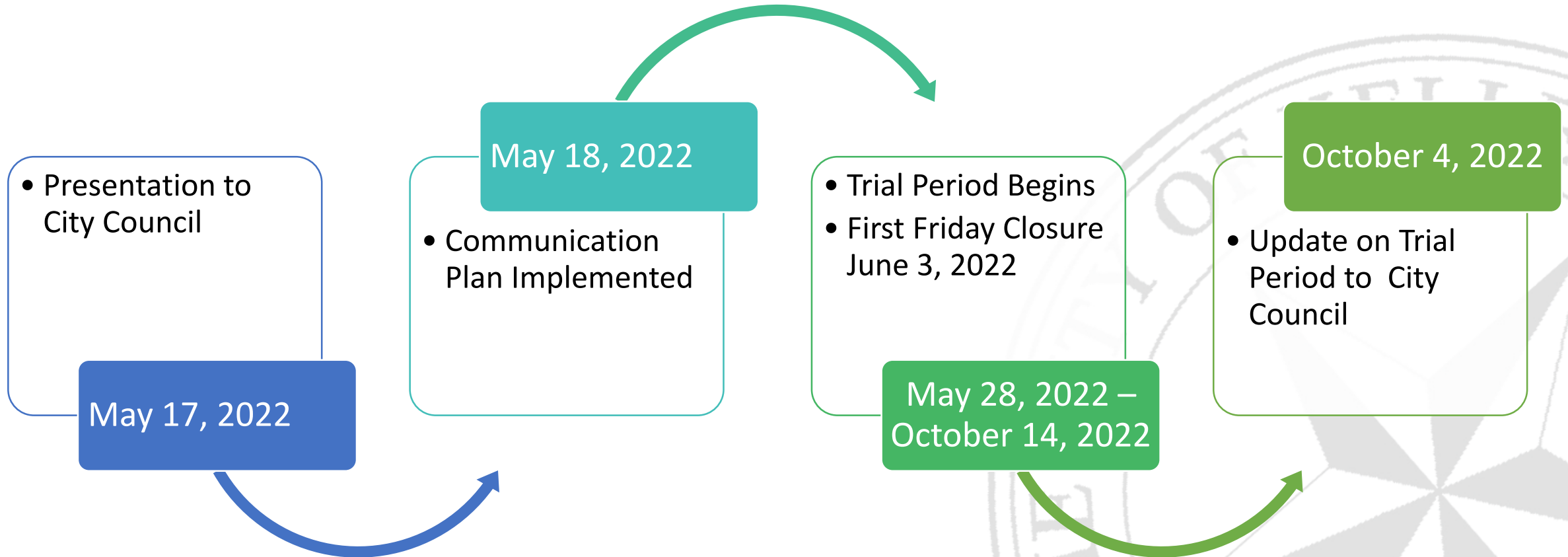
What is our Communication Plan?

- Facility Signage (starting this week)
- Social Media
- Website News & Drop-Down Alert
- Hours of Operation Updated Online
- Weekly E-Newsletter
- Email Blasts to Council, Boards & Commissions, Chamber, etc.
- Department Communication to Customers

Employee Feedback Samples

- “I enjoy working for Keller, but having Fridays off would be the icing on the cake. I would be SO happy to spend more time with my family, and so VERY appreciative of the ability to do so.”
- “Having Fridays off will set the City apart...”
- “I will be happy with any adjustment to our in-office expectations that gives me even a few more hours per week of flexibility!”

Timeline





Questions?

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