



CITY OF APPLETON

Date: July 15, 2026

To: Members of the Municipal Services Committee

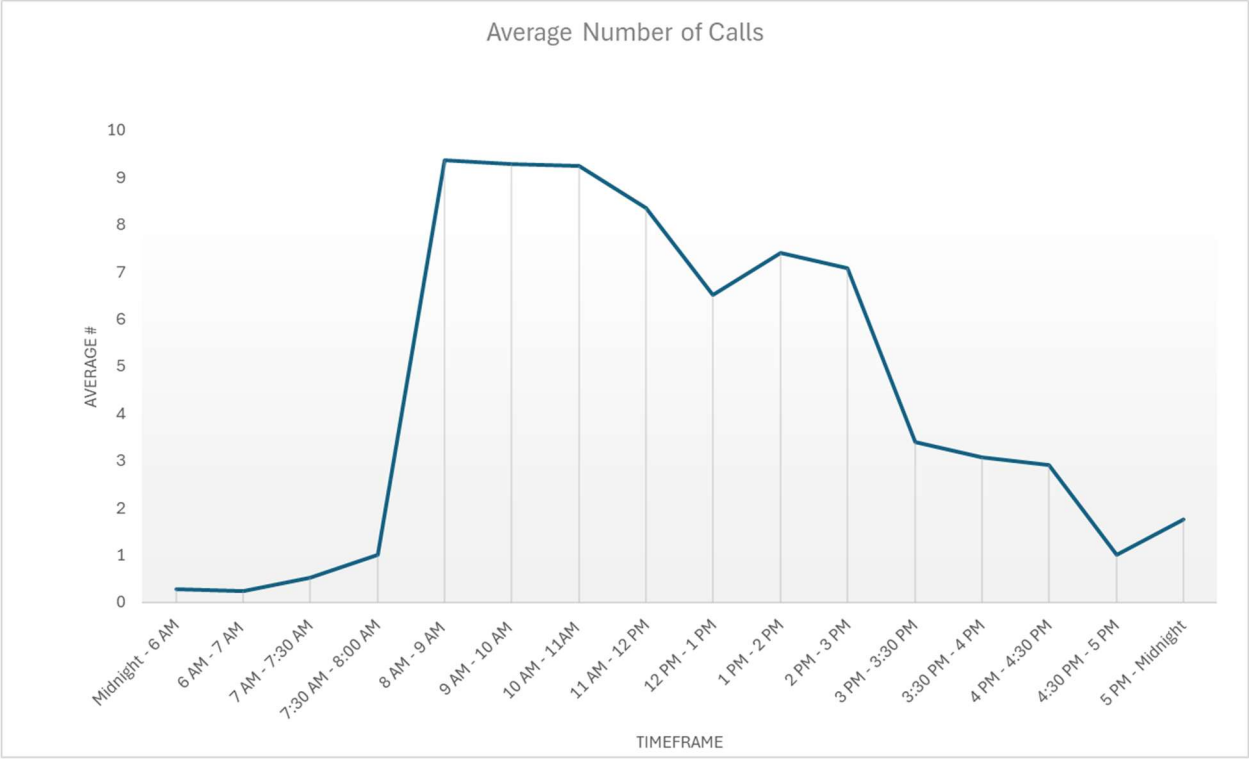
From: Laura Jungwirth, Public Works Director
Nate Loper, Deputy Director of Public Works

Subject: Municipal Services Building Office Hours Adjustment

The purpose of this memorandum is to inform the Municipal Services Committee of an upcoming change to the Department of Public Works administrative office hours. Beginning **Monday, July 20, 2026**, the Department of Public Works office, located at the Municipal Services Building, will adjust its public office hours from **8:00 a.m. – 4:30 p.m.** to **7:30 a.m. – 3:30 p.m.** This change better aligns administrative support with departmental operations and customer demand while maintaining uninterrupted emergency response capabilities.

All public-facing communication materials, including the City's website, voicemail greetings, social media platforms, and other informational resources, will be updated in advance of the change to ensure customers are aware of the revised office hours. Several factors support this adjustment:

- **Customer demand is greatest early in the day.** Call volume data collected over a five-week period, illustrated in the graph below, shows that the Department's busiest hour occurs immediately upon opening at 8:00 am, suggesting many customers are waiting for the office to open. Beginning service at 7:30 am will improve accessibility for early morning callers. The data also indicates that call volume steadily tapers off after 3:00 pm.
- **The schedule is consistent with peer agencies.** Most comparable municipal public works or street department offices close by 3:00 or 3:30 pm, making the proposed office hours consistent with surrounding municipal facilities.
- **The revised hours better support department operations.** Department of Public Works field employees begin their workday by 6:00 or 7:00 am. An earlier office opening provides administrative support during a greater portion of the operational workday, particularly while field activities and refuse collection are actively underway. Likewise, shortening the period during which field staff remain in operation after the office closes improves coordination between administrative and field personnel.
- **Emergency response will not be affected.** Customers requiring immediate assistance outside of normal business hours are directed through our voicemail system to an on-call supervisor. Public Works will continue to provide this emergency response 24 hours a day, seven days a week.



DPW Call History Over 5-weeks in Spring 2026