

Changes to West Linn City Hall Counters and Hours of Operation

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WEST LINN – To assist in the City of West Linn's continuing efforts to streamline operations, the City will be reducing City Hall operations from four customer service counters to two. This change is based on feedback from auditors and the Audit Committee. The City is currently studying the best way to accommodate this change, which will consolidate cash collections by having all financial transactions occur at the Finance Department counter. To accommodate customers at two counters, City Hall will now open its doors to the public one hour earlier at 7:00 a.m. Monday-Friday, beginning on February 1, 2011.

Previously, City Hall officially opened its front doors at 8:00 a.m. The earlier opening is designed to accommodate the transition to two counters, as well as citizens who may find it convenient to conduct business with the City outside of normal business hours. Because many West Linn employees begin their work days at 7:00 a.m., this change in official hours does not affect employee schedules and does not result in increased labor costs. Not all staff begins their work days at 7:00 a.m., and so visitors to City Hall may need to make appointments if they wish to meet with some staff members. The anticipated services requested during the 7:00 a.m. hour will be at the Building and Finance counters, and these counters will be staffed to accommodate the customer service needs during that time.

"The City of West Linn is committed to optimal customer service, and this change in counter service and hours of operation are two ways that City Hall seeks to provide important internal controls and desired services to the community," said City Manager Chris Jordan.

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