



PROPOSED CHANGE TO OPERATIONAL HOURS

DS-26-012

February 3, 2026

Purpose

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- ❑ Explore the feasibility of implementing a 4-day, 10-hour workweek (“4/10 schedule”)
- ❑ Focus on **Municipal Court** and **Utility Collections**, which are high-volume, customer-facing operations
- ❑ Review potential benefits, challenges, and operational considerations
- ❑ Alternative schedules are becoming more common in municipal government

Proposed Model

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- ❑ Open Monday–Thursday
- ❑ Extended daily hours (7:00 AM – 6:00 PM)
 - ▣ Utility Collections open to the Public 7:00 AM – 6:00 PM
 - ▣ Municipal Court open to the Public 7:15 AM – 5:30 PM
- ❑ Weekly staffing hours remain the same
- ❑ Goal: improve efficiency, customer service, and employee retention

Key Benefits for the Public

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- ❑ Extended hours Monday–Thursday
 - ▣ Earlier or later appointments
 - ▣ Increased accessibility for working residents
- ❑ Reduced congestion
 - ▣ Smoother peak-day operations
- ❑ More predictable scheduling
 - ▣ Residents can plan visits around extended hours

Benefits for Employees

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- ❑ Less commuting → cost savings
- ❑ Improved work–life balance
- ❑ Ability to schedule personal appointments on the weekday off
- ❑ Increased morale & stronger retention

Benefits for City Operations

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- ❑ Increased productivity
 - ▣ Fewer transition periods
 - ▣ Longer uninterrupted work blocks
- ❑ Reduced absenteeism
 - ▣ Staff can schedule personal matters on their day off
- ❑ Recruitment tool
 - ▣ Helps Killeen compete with neighboring cities
- ❑ Potential cost savings
 - ▣ Utilities, counter staffing, and building operations on Fridays

Communication Plan

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- Website banners and social media announcements
- Onsite signage (Court & Utility Collections)
- Press release
- Notice in Utility Bill
- Email updates to departments and external stakeholders

Payment Methods

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- ❑ Online Payments
 - ▣ Available 24/7 via City Website
- ❑ Pay by Phone
 - ▣ Utility Collections – 254-220-4183
 - ▣ Municipal Court – 1-877-600-4757
- ❑ Secure Drop-off box
- ❑ By Mail

Recommendation

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- Staff recommends moving forward with implementation in April, which gives us time to complete all communication efforts, train staff, adjust internal processes, and properly inform the public of the schedule change.
- Motion of Direction of approval of new operational hours