



City Info

A NEWSLETTER FOR LONGVIEW CITIZENS

Expanded City Office Hours begin February 1

Why are some City offices going to a 4/10 work week?

At its November 5 meeting, Longview City Council approved implementation of a four-day work week for a majority of City offices effective February 1, 2010. Council has asked staff to implement the alternate work schedule to:

- Help reduce the “carbon footprint” of the City;
- Realize cost savings from reduced energy and fuel consumption during closure days;
- Increase availability of City services to citizens through extended daily hours of operation;
- Help promote 24/7 online services that are available for residents.
- Improve productivity of employees in the delivery of City services.
- Help reduce employee absenteeism.

It is estimated that, as a result of the new schedule, the City will save approximately \$28,000 per year in energy and cleaning costs, plus realize additional fuel savings from City vehicles being off the road one day per week. Most importantly, people having business to transact at City offices will be able to visit them before 8 a.m. and after 5 p.m. on days when offices are open

When will the new hours of operation begin?

The new 4/10 work week will begin on Monday, February 1, 2010.

What will be the new hours of operation, and which offices will be on the new schedule?

Beginning February 1, new **public hours will be 7 a.m. to 6 p.m. Monday through Thursday**, with closures on Fridays for the following departments and divisions:

- City Hall (Executive Office, Human Resources, Community Development, Public Works, Finance, Utilities, Information Technology)
- Parks
- Recreation Office
- City Shop (Fleet Services, Street, Traffic)

The Longview Public Library, police, and fire stations will **not** be affected by the new work schedule and will maintain their current hours.

How can I conduct business on a day when these offices are closed?

The City offers many online features to help you conduct business when offices are closed. Did you know you can check your water bill statement, find answers to common questions in ASK Longview, apply for a job, register for a recreation program, look at permits, check garbage service routes, view the street sweeper schedule, check snow removal routes, and view bus routes...just to name a few!

Also, if you do not have access to a computer, remember that the Longview Public Library has computer terminals that you may use. Contact the library for more information at 442-5300.

Will bus service be affected?

No, bus and paratransit service will not be affected. The paratransit office at the City Shop at 254 Oregon Way will continue to remain open Monday through Friday. The Transit Center at 1135 12th Ave. will also be open on its regular schedule.



City Hall goes 24/7 with “ASK Longview”

It’s easier than ever to contact the City of Longview 24/7!

The City of Longview has made it even easier for you to contact us with your requests, questions, and concerns. Last July 1, **ASK Longview** was launched, a new tracking system that allows you to contact us 24 hours a day, seven days a week. The system features simple pull-down menus and is a breeze to use.

To make a request or leave a comment or question, just click the blue “**ASK Longview**” button on our home page (www.mylongview.com).

ASK Longview greatly improves the way the City handles your requests by:

- ✓ Creating a unique case number for each request so that you can easily track its status at any time
- ✓ Automatically informing you about the status of your request and notifying you when the request has been completed

We recognize that you may have questions about **ASK Longview**, but we believe that once you use the system, you’ll see how intuitive and easy it is.

In the meantime, call 442-5004 if you have any questions about **ASK Longview**.



How do holidays and unpaid furlough dates affect City office hours?

The library will remain on an unpaid furlough day schedule through the end of 2010. All other City offices will manage unpaid furlough dates internally so that City offices can remain open four days per week, with extended hours of service. The City’s observed holiday schedule AND library furlough dates are as follows*:

City Holiday

Martin Luther King Jr.
President’s Day
Memorial Day
Independence Day
Labor Day
Veteran’s Day
Thanksgiving Day
Christmas Day
New Year’s Day 2011

Date Holiday Observed

Monday, January 18
Monday, February 15
Monday, May 31
Monday, July 5
Monday, September 6
Thursday, November 11
Thursday, November 25
Thursday, December 23
Thursday, December 30

Furlough Date Closures for Library only

Tuesday, February 16
Monday, March 29
Tuesday, June 1
Tuesday, July 6
Monday, August 9
Tuesday, September 7
Monday, October 11
Wednesday, November 24
Thursday, December 23

* Most City offices with the exception of the Library and emergency services will be closed on Fridays. Additionally the Library will observe the following closure days which are different than the rest of the City’s holiday observances: Friday, November 26 (day after Thanksgiving) and Friday, December 24 (Christmas observance).



If you have questions about City hours of operation please call 442-5004, or visit us online at www.mylongview.com.