

Holiday Closure Pilot Program Recap

FEBRUARY 12, 2025

Holiday Closure Pilot Program

Proposal Approved

- In November 2024, the Santee City Council approved a pilot program for a Holiday Closure, allowing for the closure of Santee City Hall during the Christmas Eve and New Year holiday period, from December 23, 2024, to January 1, 2025.
 - 3 Regular Holiday Days
 - 5 Additional Closure Days
 - 2 Weekend Days
- In review 11 other cities observe a holiday closure and 5 others do not.
- Staff was directed to bring back an update on how the closure impacted operations, residents, businesses, and visitors.

Preparation & Communication Efforts

Holiday Closure Pilot Program Recap

- Once the closure was approved, each department undertook specific measures to ensure a smooth transition. These included:
 - Preparing essential services
 - Providing information on how the closure would affect operations
 - Making staff available on standby for urgent matters
- A key aspect of the preparation was an extensive marketing campaign aimed at informing residents, businesses, and stakeholders through social media, email newsletters, and signage at City Hall.

Impact & Observations

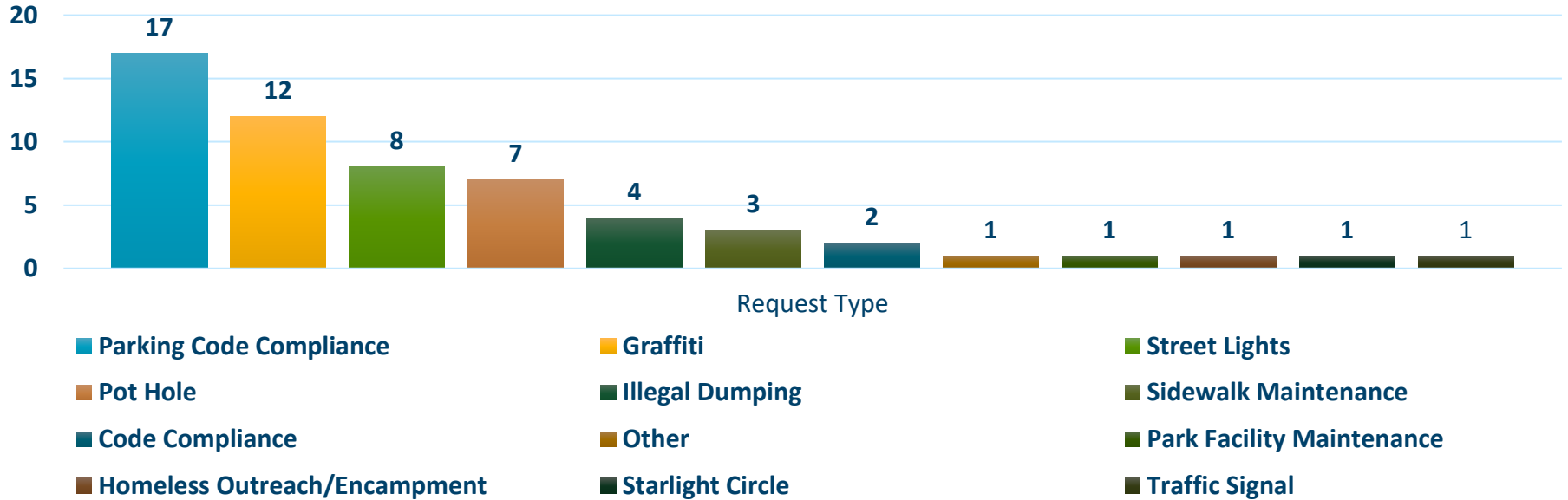
Holiday Closure Pilot Program Recap

- Following the closure, department heads submitted reports on the impact. The following observations were made:
 - Minimal disruptions to services and operations
 - City staff remained on standby for urgent needs
 - No significant issues with lack of in-person access
 - Routine services continued remotely or via digital platforms
- Overall staff response:
 - Appreciated the additional time off
 - Came back to work refreshed
 - Reduced competition for time off requests during the holidays

Impact & Observations

Total of 58 Service Requests via App

Service Requests Received During Holiday Closure



Notes:

(10) of the requests were repetitive

Received ~37% fewer service requests than average during the holiday closure

Department Overview

Minimal Impacts – All Items Responded to by January 3

City Manager's Office

- 3 Voicemails on the main phone hotline – No urgent matters
- 3 General Info emails – No urgent matters

City Clerk's Office

- 0 Voicemails
- 4 Emails (3 PRA requests & 1 passport appointment)

Finance

- Several staff worked to ensure Payroll and Accounts Payable were completed
- No unexpected high priorities came in

Human Resources

- 3 Voicemails – No urgent matters

Department Overview

Minimal Impacts

Planning & Building

- 32 Permit Apps received and were followed up with by Jan 3
- 57 Inspections took place during the closure by the City's contractor and an additional 15 were scheduled during the closure

Engineering

- Energov – No urgent matters | Review began Jan 3
- Dig Alerts – No urgent matters but did have to log in daily to check for new requests
- Address issues with Popeye's & Temporary Fire Station 20 during this time

Community Services

- 2 Voicemails – No urgent matters | Followed up on Jan 3
- 4 Park Patrol Calls – No urgent matters, calls were addressed immediately
- 2 Duty Phone Voicemails – One urgent matter addressed

Emergency Services

- No interrupted services
- Fire Admin was closed

2025 Calendar

Proposed Dates

2
0
2
5

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24 HOLIDAY Observed	25 HOLIDAY Observed	26 CLOSED	27
28	29 CLOSED	30 CLOSED	31 CLOSED	HOLIDAY Observed	CLOSED	

2026 Calendar

Proposed Dates

2
0
2
6

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 HOLIDAY Observed	25 HOLIDAY Observed	26
27	28 CLOSED	29 CLOSED	30 CLOSED	31 CLOSED	1 HOLIDAY Observed	2

Conclusion

Holiday Closure Pilot Program Recap

- The Holiday Closure pilot program was successfully implemented with minimal impact on services.
- Preparation and communication efforts played a key role in ensuring the public was informed.

Staff Recommendation

Council Consideration

- Based on the results, staff recommends City Council consider making this closure a regular practice for future holiday seasons.
 - City Manager & Human Resources would solidify closure dates each year as the holidays land on different days of the week.
- 2025: December 24, 2025 – January 2, 2026
 - 3 Regular Holiday Days
 - 5 Additional Closure Days – Same as 2024
- Staff return to work Monday, January 5, 2026