

## **Town of Independence – DMV Select Bonus Recommendation**

Dear Council Members,

For the past 16 years, the DMV Select Office in Independence has consistently met or exceeded its budget targets, ensuring our employees earned their annual bonuses. This bonus system has rewarded their reliability, professionalism, and dedication to serving our community.

In FY 2024, however, the DMV Select Office narrowly missed its budgeted revenue goal. The shortfall was not due to lack of effort or performance, but the result of extraordinary and unavoidable circumstances, including:

- A part-time clerk on maternity leave (July–December).
- A second clerk working only two days a week (July–September) due to family medical needs.
- Multiple days when the office was staffed by only one person.
- Temporary daily closures (12–1 p.m.) to manage workload.
- Weather disruptions, including an ice storm and a hurricane.
- Additional closures due to staff illnesses and shortages.

Despite these setbacks, the DMV Select Office still achieved 90% of its budget target.

Given this strong outcome under such challenging conditions, I recommend that Council approve a one-time exception to the traditional “all-or-nothing” bonus system, and instead award 90% of the standard bonus amount to DMV Select staff. This approach recognizes both their dedication and their long track record of success, while maintaining the principle that bonuses are linked to performance.

### **Suggested Motion:**

“I move that the Town of Independence approve a one-time exception for the FY 2024 DMV Select staff bonus, awarding each eligible employee 90% of their standard bonus amount, in recognition of their continued dedication and the extraordinary circumstances that impacted revenue.”

This solution strikes a fair balance: it honors our staff for their efforts and history of performance, while ensuring fiscal accountability to the Town.

Respectfully submitted,  
Kathy Knutson  
Town Manager