



## **Staff Report for Council Meeting**

**Date of Meeting:** July 8, 2020

**Report Number:** SRCM.20.15

**Department:** Office of the City Manager

**Division:** Office of the Clerk

**Subject:** **SRCM.20.15 – Access Richmond Hill Weekend Telephone Service during COVID-19**

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### **Purpose:**

To recommend an end to Access Richmond Hill (ARH) Saturday and Sunday telephone service implemented in response to COVID-19.

### **Recommendation(s):**

- a) That Council endorse the ending of the Access Richmond Hill's Saturday and Sunday telephone service, implemented as a result of COVID-19, as of Friday July 10, 2020.

### **Contact Person:**

Stephen M.A. Huycke, Director, Legislative Services/City Clerk, extension 2529.

### **Report Approval:**

**Submitted by:** Stephen M.A. Huycke, City Clerk

**Approved by:** Mary-Anne Dempster, City Manager

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), City Solicitor (as required), Commissioner, and City Manager. Details of the reports approval are attached.

## **Page 2**

### **Background:**

In response to COVID-19, Council directed staff to explore and implement ARH telephone services on Saturday and Sunday, provided there were no budget implications. ARH has been available by telephone on Saturdays and Sunday since the beginning of May. Due to low call volumes, the stage 2 reopening of business and other services (including Parks), and the general easing of COVID-19 restrictions, staff recommend an end to the Saturday and Sunday telephone service on Friday July 10, 2020.

ARH staff have been available by telephone from 9:00 a.m. to 3:00 p.m. every Saturday and Sunday since the weekend of May 9/10, 2020. From May 9/10 to June 27/28, ARH received an average of only thirty-nine (39) calls on Saturday and twenty-three (23) calls on Sunday. During that same period, ARH received an average of three hundred and eight (308) calls on Friday. On Saturday and Sunday an average of 47% of all calls have been directly related to COVID-19. The majority of calls have related to regular City services.

### **Financial/Staffing/Other Implications:**

There are no financial or staffing implications related to the implementation of Saturday and Sunday ARH telephone service in response to COVID-19.

### **Relationship to the Strategic Plan:**

Not directly related to the strategic plan.

### **Conclusion:**

Due to low call volumes, the stage 2 reopening of business and other services (including Parks) and the general easing of COVID-19 restrictions, staff recommend an end to the Saturday and Sunday telephone service on Friday July 10, 2020.

### **Attachments:**

The following attached documents may include scanned images of appendixes, maps and photographs. If you require an alternative format please call the contact person listed in this document.

No attachments

## Page 3

### Report Approval Details

Document Title:	SRCM.20.15 - Access Richmond Hill Telephone Service during COVID-19.docx
Attachments:	
Final Approval Date:	Jun 29, 2020

This report and all of its attachments were approved and signed as outlined below:

**Task assigned to MaryAnne Dempster was completed by delegate Darlene Joslin**

**Darlene Joslin, on behalf of MaryAnne Dempster - Jun 29, 2020 - 5:08 PM**