

# Report to Municipal Council



<b>Meeting Date:</b> July 16, 2025	<b>Report Date:</b> June 30, 2025
<b>Reason Before Council:</b> Policy Direction / Approval	<b>Priority:</b> Normal
<b>Department:</b> General Government	<b>Type of Meeting:</b> Regular Meeting

**Report Title:** Mid-Program Review of the 4-Day Work Week Initiative

**Recommendation:** Review report and provide direction (if any) to the CAO. At this point there is no modification to the program recommended other than possibly extending office hours as a trial.

## **Analysis & Background:**

Outside employees / manger comments:

Employees:

- Some comments / concerns on no staff on Fridays in Public Works
- Staff were poled and the comments that came back for those that are on the 4-day work are ok / happy with the schedule. No negative impacts have been relayed to me.
- The Custodian / Landfill attendant cannot be placed on a 4-day week as the landfill schedule and cleaning schedule limit the flexibility.

Director of Operations' Comments:

- The Friday coverage has not been an issue so far as most work is planned this time; this could not be possible in winter for unplanned events like snowstorms.
- So far little to no overtime has been attributed to the 4-day schedule.
- The ongoing items that must be covered by a manager is the daily splashpad check of chemical level on Fridays.
- As for productivity, benefits of a 4-day work week, the department has not undertaken major projects where extended days would be the most beneficial. A more detailed report will be presented at the end of the program.



Office:

- Because of the limited number of staff and having to maintain office hours, a weekly schedule was prepared and distributed to staff. The schedule ensured that coverage was available that was especially important during vacation where up to two (2) employees were off at a time.
- The maximum capacity of our system is for up to three (3) people to be absent at one time, leaving two (2) staff to maintain office operations, certain daily tasks that are not normally completed by some staff must then be completed. The amount of walk-in staff is normally limited and is not too disruptive. The balance adopted is that the two (2) finance staff and two (2) administrative staff (not including Service Ontario Staff) offset days off to provide the best coverage possible with knowledgeable staff.
- No significant issues have occurred, and staff is aware that they may have to adapt days off to ensure that enough staff is present.

Possible consideration:

Provide for extended office hours one (1) day per week

- Thursday open till 8:30 am to 5:00 pm (staff would serve customers that walk in at 5 pm and have 30 minutes to complete any transactions).
- Tuesday open till 8:30 am to 5:00 pm.
- Extending hours on Mondays and Fridays is not recommended as there is limited staff on those days.
- Telephone calls are being answered early and late. We had a bit of a delayed start as the phone system was not configured correctly, and calls were being directed to voicemail.
- A general start time varies from 7:30 am to 8:00 am and an end time is generally from 4:45 pm to 5:30 pm

Points to consider:

- The initial trial of this program was to be able to determine the feasibility of staffing hours and maintaining service delivery expectations.
- Any extending of Office operating hours should weight the following points:
  - \* Should consider if the program being continued past the program trial program to not provide a service delivery expectation that will be removed. If we are confident that the program will be extended, we could start to extend office hours on select dates.



- \* Currently anyone that would want to make an appointment, we would make ourselves available for the full length of time of the workday.
  - \* Mondays and Fridays have generally lower staff levels and should not be consideration for extended hours.
  - \* Any extension of hours would be for Municipal services only and not for Service Ontario. Some residents / customers may be upset with that.
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- An office schedule of who is working has become important for other staff, a posted schedule at the front desk and emailed copies to department heads has been found to be useful.
  - Comments from office staff is that they are more productive prior to opening to the public, Service Ontario does generate some noise and especially now with the wall, productivity seems to be much better. Staff are refreshed when coming into work on the Monday / Tuesday and at least for me, I do believe that I am more productive.

**Prepared By:** Denis Turcot, CAO