

## Service Disruption Guidelines

A service disruption occurs when a facility, service, program or system is interrupted for any length of time or reason. When a service disruption occurs, the town must notify the public. The following are examples of service disruptions:

- Road closure (construction/parade)
- Elevator out of service
- Power outage at sports complex
- Grass field closed due to weather
- Trail closed due to ice storm
- Holiday closure
- Program closure (fitness class, show at the performing arts centre)
- Information and technology issue: geographic information system not functioning

## Notice

All service disruption notices should include:

- Name of the service/event impacted
- Expected duration of disruption
- Description of alternative facilities, services, programs or systems that may be available
- Who to contact for assistance
- Any other relevant information for accessing the facility, service/program, or system

## Procedure

In the event of a service disruption at any town facility, service, program or system, notice shall be provided on the town website and posted at the location, where possible. There is a designated web page and RSS feed on the town's website for service disruptions and the town uses social media to notify its followers about service disruptions.

The notice shall provide the reason for the disruption, its anticipated duration and a description of alternative facilities, services, programs or systems that may be available.

## Categories of Service Disruptions

Public Notice Option	Minimum timeframe of public notification
<b>Unplanned Service Disruption</b>	
Recommended public notice <ul style="list-style-type: none"> <li>• Town website and RSS feeds</li> <li>• Social media</li> <li>• Notice at the location</li> </ul>	As soon as the service disruption is known
<b>Planned Service Disruption</b>	
Recommended public notice <ul style="list-style-type: none"> <li>• Town website and RSS feeds</li> <li>• Social media</li> <li>• Notice at the location</li> </ul> Optional public notice: <ul style="list-style-type: none"> <li>• Local newspapers</li> <li>• TV screens at town facilities</li> </ul>	14 days
<b>Unplanned Road Service Disruption</b>	
Recommended public notice <ul style="list-style-type: none"> <li>• Town website and RSS feeds</li> <li>• Social media</li> <li>•</li> <li>• Notice at location               <ul style="list-style-type: none"> <li>○ Where possible, place signage at the nearest curb cut and at the point of work</li> </ul> </li> </ul>	As soon as the service disruption is known  Notice should be provided to Corporate Communications to update notice page on town website and RSS feeds on a real-time basis
<b>Planned Road Service Disruption</b>	
This includes road work that takes two to three days to complete. Road work that takes 30-45 minutes to complete is not included as a service disruption.	
Recommended public notice <ul style="list-style-type: none"> <li>• Town website and RSS feeds</li> <li>• Social media</li> <li>• Direct notice to affected area (notice placed at residences and businesses)</li> <li>• Notice at location               <ul style="list-style-type: none"> <li>○ Where possible, place signage at the nearest curb cut and at the point of work</li> </ul> </li> </ul> Optional public notice: <ul style="list-style-type: none"> <li>• Local newspapers</li> </ul>	14 days