

Sample Staged Approach to Service Shut Down and Reprioritization

Service Category	Service	Level 1	Level 2	Level 3	Level 4
Asset Management					
	<i>Facility Management and Maintenance Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Fleet Management Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Infrastructure Delivery Service</i>	Normal Operations	Normal Operations	Restricted Operations	Cease Operations
	<i>Information Technology Hardware Infrastructure Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Emergency Support
	<i>Infrastructure Planning and Design Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Corporate Property Management and Leasing Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Cease Operations
	<i>Asset Management Service</i>	Normal Operations	Normal Operations	Cease Operations	Cease Operations
Community Development					
	<i>Community Granting Service</i>	Normal Operations	Normal Operations	Cease Operations	Cease Operations
	<i>Community and Neighbourhood Capacity Building Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
Corporate					
	<i>Security Service</i>	Normal Operations	Normal Operations	Emergency Support	Emergency Support
	<i>Warehousing and Inventory Management Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Emergency Support
	<i>Archive Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Communications Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
	<i>Corporate Leadership Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
	<i>Corporate Policy Development Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
	<i>Strategic Initiative Management Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Customer Access Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Emergency Support
	<i>Internal Audit Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Legal Service</i>	Normal Operations	Restricted Operations	Emergency Support	Emergency Support
	<i>Intergovernmental Coordination</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
	<i>Risk Management</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
Council & Civic Engagement					
	<i>Municipal Administrative Tribunals</i>	Normal Operations	Normal Operations	Cease Operations	Cease Operations
	<i>Municipal Governance Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
	<i>Engagement Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Property Assessment Service</i>	Normal Operations	Normal Operations	Cease Operations	Cease Operations
	<i>Census Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Election Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Cease Operations
Environmental Protection					
	<i>Stormwater Collection and Control</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Waste Collection Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Waste Diversion Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Waste Management Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Wastewater Collection and Control Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Wastewater Treatment Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Biosolids Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Environmental Strategy and Policy Development Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Landfill Gas Recovery, Processing and Electrical Generation Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support

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Finance	<i>Park and Open Space Access Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Purchasing Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Emergency Support
	<i>Corporate Accounting and Reporting</i>	Normal Operations	Restricted Operations	Restricted Operations	Emergency Support
	<i>Financial Planning and Analysis Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Tax Collection Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Cease Operations
	<i>Treasury Management Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Emergency Support
Human Resources					
	<i>Human Resources Management Service</i>	Normal Operations	Normal Operations	Restricted Operations	Restricted Operations
	<i>Workplace Health and Safety Service</i>	Normal Operations	Normal Operations	Emergency Support	Emergency Support
	<i>Employee Development and Training Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
Information Management					
	<i>Business Solution Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Cartographic Mapping Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Cease Operations
	<i>Data Management Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Cease Operations
	<i>Records Access</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Information Analysis Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Emergency Support
Land & Economic Development					
	<i>Development Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Land Use Planning Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Business Licensing Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Cease Operations
	<i>Residential, Commercial and Industrial Land Development Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Business Retention and Expansion Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
Movement of People & Goods					
	<i>Shared Use Path Service</i>	Normal Operations	Normal Operations	Restricted Operations	Restricted Operations
	<i>Parking Service</i>	Normal Operations	Normal Operations	Restricted Operations	Cease Operations
	<i>Road Service</i>	Normal Operations	Normal Operations	Restricted Operations	Emergency Support
	<i>Sidewalk Service</i>	Normal Operations	Normal Operations	Restricted Operations	Restricted Operations
	<i>Transit Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Restricted Operations
	<i>Cycle Path Service</i>	Normal Operations	Normal Operations	Restricted Operations	Restricted Operations
Public Safety					
	<i>Animal Welfare Service</i>	Normal Operations	Restricted Operations	Restricted Operations	Emergency Support
	<i>Safety Code Permission and Inspection Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Community Safety Program Development Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Bylaw and Provincial Act Enforcement</i>	Normal Operations	Normal Operations	Emergency Support	Emergency Support
	<i>Emergency Management Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
	<i>Fire Investigation Service</i>	Normal Operations	Normal Operations	Emergency Support	Emergency Support
	<i>Fire Prevention Inspection and Enforcement Service</i>	Normal Operations	Normal Operations	Restricted Operations	Cease Operations
	<i>Fire Rescue Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
	<i>Fire Safety Education Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Pet Licensing Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Wildlife Management Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
Recreation & Culture					
	<i>Interment and Perpetual Care Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support

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	<i>Recreation and Cultural Programming Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Recreational and Sport Facility Access Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Special Event Coordination / Hosting Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Street Animation Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Recreation and Cultural Programming Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
	<i>Recreational and Sport Facility Access Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations
Social Support					
	<i>Housing Service</i>	Normal Operations	Restricted Operations	Emergency Support	Cease Operations
	<i>Individual Care and Support Service</i>	Normal Operations	Emergency Support	Emergency Support	Emergency Support
	<i>Landlord and Tenant Advisory Service</i>	Normal Operations	Restricted Operations	Cease Operations	Cease Operations

Legend

Normal Operations	Operations continue as normal. No change and no disruption
Restricted Operations	Operations are restricted. Some staff may be redeployed or working off site. Some timelines and services may be reduced.
Emergency Support	Essential services continue to run with redirected staff from other non-essential areas. Primary supports for the continuity of these services to the community.
Cease Operations	Operations are ceased. Staff are either redirected towards other high priority operations or not at work.