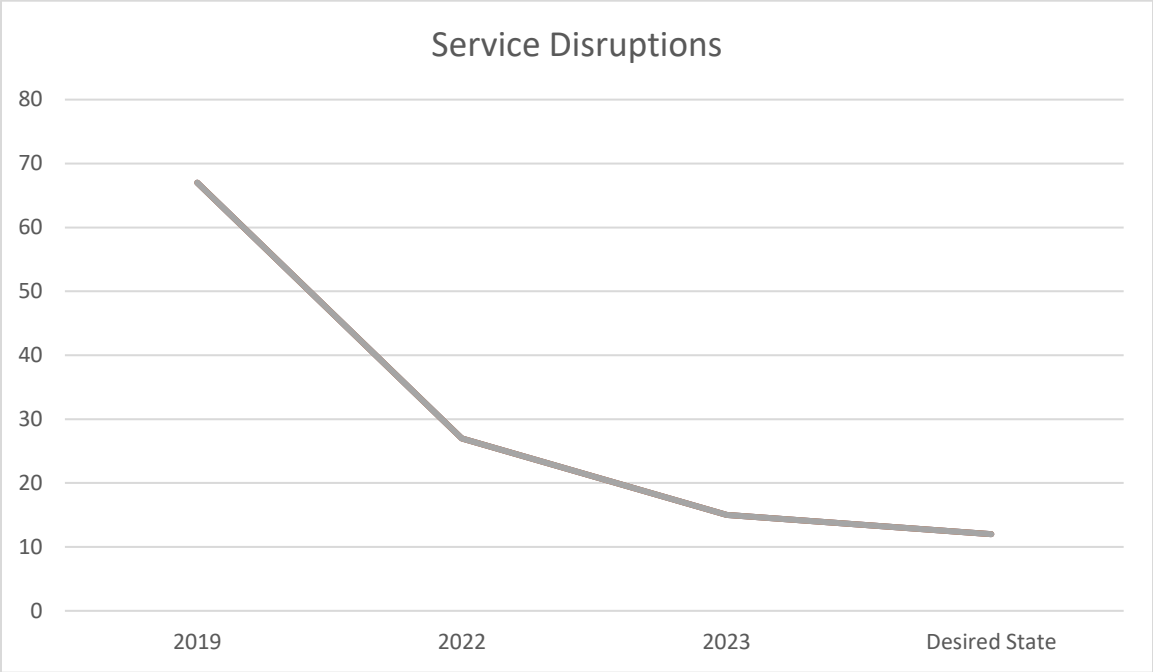


**Service Disruptions**



Service disruptions refer to interruptions experienced in regular services or facilities. Facility Operations (FO) recognizes the significance of tracking and monitoring such disruptions as a vital metric. These disruptions can arise from a staff absence or a maintenance-related issue. It is important to acknowledge that these disruptions have a negative impact on the City of Burlington’s reputation. Moreover, they often lead to lost revenue and expensive repairs. By proactively implementing measures to prevent interruptions, FO aims to minimize their occurrence, ensure seamless service delivery, and protect the City’s reputation and financial well-being.