

## Communication and Education Plan

### Internal Communication and Education:

Many civic staff are involved in setting up and approving temporary work zones. To ensure staff are aware of the changes and able to implement the objectives of the policy effectively, the following steps have been identified:

- In the fall of 2021 begin advising internal construction project managers and staff involved in preparing and reviewing Temporary Traffic Control Plans of the new policy.
- Present new policy at March 2022 Safety Summit so that tenders will reference the new policy for upcoming construction projects.
- Support will be provided as needed to help identify when an accommodation is required and how to plan for it.

### External Communication and Education:

Any work provided by City contractors or other third-party construction companies taking place on public roads that requires temporary work zones must also comply with the new policy. To ensure the external contractors are aware of the changes and able to implement the objectives of the policy effectively, the following steps have been identified:

- The City's Traffic Detour Requests webpage will be updated with information on the policy.
- A handbook will be developed providing easy to understand application of the policy in example work zones. This handbook will be available on the City's website and provided with contracts where applicable.
- The policy will be introduced and described at the annual Contractor's Breakfast held each fall for a sneak peek at the following year's construction projects.
- Contractors can reach out to the dedicated Detours support staff for help and advice.

On-site signage, public service announcements, construction notices and any other description of major construction will include the accommodation for pedestrians and cyclists as advance notice.