

Cultrre and Heritage (Levels of Service to Public) July 2020 - June 2021 Results

Recreation, Culture, and Events

Pillar	Department Goal	Department	Division	Service Name	Sub Service	Service Definition	Direct Customer	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results / Comment		
Culture	To Provide a community based initiatives and activities that promote the vibrancy of our arts and culture sector, including operation of the new Resurgo Place and our heritage properties (Free Meeting House, Thomas Williams House, and Treitz Haus)	Culture and Heritage	Heritage	Heritage	Resurgo Place Access and Collection Management	A public service provided to heritage program participants offering access to collections and heritage places as well as engagement in activities of heritage and cultural significance to Moncton at its different locations.	Patrons of Museum	Moncton Museum - artefact collection	<ul style="list-style-type: none"> Access to permanent exhibition Target: Rotate 5 artefacts annually 	5 exhibitions	Yes	Yes	Integration of the hose reel to permanent exhibition; Addition of a police call box (new donation); Installation of a large screen showing Municipal Services photo archives.		
									<ul style="list-style-type: none"> Access to temporary exhibitions Target: Showcase 5 annually 95% of the time 	100%	Yes	Yes	Not for the Glory (Moncton Volunteer Firefighters History- In house); Pressed in History (Kings Landing); Maudite Boisson (Musée des cultures du monde); Weaving Cultural Identities (Vancouver Biennale) ; Lobby case: School Days, Remembrance display, Memories of food, games and stores.		
									<ul style="list-style-type: none"> Access to resources by appointment Target: 95% of request accommodated 	Yes	Yes	Yes	A total of 142 research requests were answered; One of the Virtual Memory Box focused on the research resources; We welcomed a Crandall University class and introduced them to research methods and the resource room.		
									<ul style="list-style-type: none"> Research requests completed within 10 business days Target: 90% of the time 	Yes	Yes	Yes			
									<ul style="list-style-type: none"> Visitor satisfaction Target: Less than 5 complaints annually 	1 complaint	Yes	Yes	Made accessible on Sundays by reservation: Exclusive Sundays combined exclusive access to a partner activity (on site) and the interactive part of the Transportation Discovery Centre; 1 complaint: Not enough time in interactive section, schedule was adjusted.		
									<ul style="list-style-type: none"> Access to the heritage house Target: 4 events annually 	4 events	Yes	Yes	<ul style="list-style-type: none"> Tea Room (July-August) 2020 Ghost Walk Tour - Outside only Wedding Event Valentine Tea - Cancelled COVID 		
			<ul style="list-style-type: none"> Access to permanent and temporary exhibitions Target: 1 new temporary exhibition annually 	0	Yes	Yes	Closed for the Summer (June-August 2020) Opened June 24, 2021								
			Heritage and Culture	Heritage and Culture	Resurgo Place Programming and Education	Heritage and Culture	Resurgo Place Access and Collection Management	A public service provided to heritage and culture program participants offering engagement in activities of heritage and cultural significance.	Patrons of Resurgo Place	Heritage and culture programs as well as Learning Centre	<ul style="list-style-type: none"> Offer at least 12 onsite programs and activities Target = 95% of the time 	14	Yes	Yes	Moving Science Presentations; Exclusive Sundays (14 between Nov 2020-May 2021- 6 different partners); Craft kits: various transportations and animals, special kit for the 15 août; Science kits; Glow in the Dark activities; Fabric Mosaic kits; *Kits could be done onsite or taken home.
											<ul style="list-style-type: none"> Offer at least 15 outreach programs and activities Target: 95% of the time 	Yes	Yes	Yes	Outreach moved online for the best part of the year. Facebook Live: Heritage Buildings (20+), Memory Box (12) and Doors Open (3); Hosting and Participating in Moncton Heritage Week and the AHNB virtual conference; Social Inclusion Program via Webex.
											<ul style="list-style-type: none"> Display 65% of City of Moncton Art Collection in City facilities Target: 95% of the time 	Yes	Yes	Yes	Outside Exhibition features 8 works in Parc du Sommet

Culture	To Provide a community based initiatives and activities that promote the vibrancy of our arts and culture sector, including operation of the new Resurgo Place and our heritage properties (Free Meeting House, Thomas Williams House, and Treitz Haus)	Culture and Heritage	Culture	Culture	Art Gallery Access and Collection Management	A public service provided to culture program participants offering engagement in activities cultural significance to Moncton.	Patrons of City Hall Art Gallery	Year round access to art	<ul style="list-style-type: none"> 6 art exhibitions at City Hall Art Gallery, accessible during City Hall hours of operation Target: 95% of the time 	2 exhibitions	Yes	Yes	Gallery closed due to COVID June to October. Nov 2020 - Jan 2021 : Anna Rail Feb - April : Greater Moncton High School Seniors May - June : Mario Cyr
		Culture and Heritage	Visitor Information	Visitor Information Centre	Visitor Information	A public service provided to tourists, visitors and citizens offering information about local and regional attractions, and activities as well as hospitality services with the aim to trigger a visit to the area, enhance visit satisfaction, prolong a visit or encourage a subsequent visit to Greater Moncton.	Visitors looking for information on Moncton	Year round access to visitor information by phone, email and in-person.	<ul style="list-style-type: none"> Access to visitor information booth (un-staffed) at Romeo LeBlanc International airport Target: Restocked on a weekly basis 95% of the time 	0%	-	Yes	Kiosk has been emptied at Airport request (COVID) July 2020 - June 2021
									<ul style="list-style-type: none"> Access to face-to-face visitor information service at Resurgo Place Target: 6 days per week (with the exception of Statutory Holidays), except from Victoria Day to Labour Day 7 days per week 	5 days	-	Yes	Resurgo Place was open only 5 days per week (Tuesday-Saturday)
									<ul style="list-style-type: none"> Access to face-to-face visitor information service at Treitz Haus Target: 7 days per week (June-August) 	0 days	-	Yes	Closed for the Summer (June-August 2020) Opened June 24, 2021
									<ul style="list-style-type: none"> Respond to voice messages within 1 business day Target: 95% of the time 	Yes	Yes	Yes	
									<ul style="list-style-type: none"> Respond to e-mail request within 1 business day Target: 95% of the time 	Yes	Yes	Yes	