

Fire (Levels of Service to the Public) July 2020 - June 2021 Results													
Community Safety													
Pillar	Department Goal	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results / Comment
Social	Ensure that the City of Moncton is a safe community by protecting the life and property of its citizens via the various Fire Department services	Fire	Fire Prevention	Fire Safety Education	Fire Safety Campaign	Public	Public service provided to students (young & old) interested in fire prevention by offering training and awareness session.	Education	• One annual open house - Fire Prevention Week	No	Yes	Yes	Pandemic
		Fire	Fire Prevention	Fire Safety Education	Fire Safety Awareness	Public and Schools	Public service provided to students (young & old) interested in fire prevention by offering training and awareness session.	Education	• Provide 10 sessions annually - upon request	No	Yes	Yes	Pandemic
		Fire	Fire Prevention	Fire Safety Inspection	Inspection - Residential Homes	Property Owners	Public service provided to property owners and building occupants offering compliance with National Fire Codes.	Inspections	• Provide home inspection upon request • Target: 95% of the time	No	Yes	Yes	Pandemic
		Fire	Fire Prevention	Fire Safety Inspection	Inspection - IC&I Buildings	Schools, daycares, special care homes	Public service provided to property owners and building occupants offering compliance with National Fire Codes.	Inspections	• Schools, colleges, universities, daycares and special care homes are inspected annually • Target: 100% of the time	-	-	-	Consultation with Office of the Fire Marshal is underway in order to find a move forward plan for this Level of Service.
						Hospitals			• Hospitals are inspected every three years • Target: 100% of the time	-	-	-	Consultation with Office of the Fire Marshal is underway in order to find a move forward plan for this Level of Service.

Social	Ensure that the City of Moncton is a safe community by protecting the life and property of its citizens via the various Fire Department services	Fire	Operations	Fire Rescue	Fire Suppression	Property Owners	Public service provided to incident victims and their families, property owners, and insurance companies offering mitigation of a life/property threatening incident.	Extinguish / control fires	• Turn Out Time of 80 seconds or less • Target: 90% of the time	Yes	Yes	• New Level of Service and previously collected data is not reliable in this case but we are confident that the Level of Service was achieved. • Purchased a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
									• Travel time of 240 seconds (4 mins) or less • Target: 90% of the time	Yes	Yes	• New Level of Service and previously collected data is not reliable in this case but we are confident that the Level of Service was achieved. • Purchased a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
		Fire	Operations	Fire Rescue	Haz Mat Response Mitigation	Everyone	Public service provided to incident victims and their families, property owners, and insurance companies offering mitigation of a life/property threatening incident.	Control substance or assist other response team(s)	• Turn Out Time of 80 seconds or less • Target: 90% of the time	Yes	Yes	• New Level of Service and previously collected data is not reliable in this case but we are confident that the Level of Service was achieved. • Purchased a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
									• Travel time of 240 seconds (4 mins) or less • Target: 90% of the time	Yes	Yes	• New Level of Service and previously collected data is not reliable in this case but we are confident that the Level of Service was achieved. • Purchased a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
		Fire	Operations	Fire Rescue	Medical Fire Responder Care	People in distress	Public service provided to incident victims and their families, property owners, and insurance companies offering mitigation of a life/property threatening incident.	Basic life support	• Turn Out Time of 80 seconds or less • Target: 90% of the time	Yes	Yes	• New Level of Service and previously collected data is not reliable in this case but we are confident that the Level of Service was achieved. • Purchased a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
									• Travel time of 240 seconds (4 mins) or less • Target: 90% of the time	Yes	Yes	• New Level of Service and previously collected data is not reliable in this case but we are confident that the Level of Service was achieved. • Purchased a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
		Fire	Operations	Fire Rescue	Rescue	Everyone	Public service provided to incident victims and their families, property owners, and insurance companies offering mitigation of a life/property threatening incident.	Extraction from vehicle / building	• Turn Out Time of 80 seconds or less • Target: 90% of the time	Yes	Yes	• New Level of Service and previously collected data is not reliable in this case but we are confident that the Level of Service was achieved. • Purchased a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
									• Travel time of 240 seconds (4 mins) or less • Target: 90% of the time	Yes	Yes	• New Level of Service and previously collected data is not reliable in this case but we are confident that the Level of Service was achieved. • Purchased a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.