

**Parks (Levels of Service to Public) July 2020 - July 2021 Results**

Operations																			
Pillars	Department Goals	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/Comments						
Culture	To contribute to improving the quality of life for the citizens of Moncton with recreational and athletic facilities that foster wellness and healthy living, and invest in parks, trails and green spaces planting and preservation.	Operations	Parks	Park and Open Space Access	Park and Open Space Maintenance - Trails - Horticultural - Athletic Fields - Turf - Playground Equipment - Garbage Collection - Boulevards - Facility Grounds - Environmental Corridors	Parks and Fields Users	A public service provided to park / open space users offering access to parks and open space for recreation and leisure pursuits.	Lawn Maintenance	<ul style="list-style-type: none"> <li>Class A Parks Fields and Municipal Facilities: Mowings season commencing at start of turf growth, which is generally the first or second week of May, and continuing until approximately Thanksgiving. When turf is actively growing, the frequency shall be a minimum of once weekly or more as required ensuring the rule of 1/3 blade leaf removal</li> <li>Target: 95% of the time</li> </ul>	100%	Yes	-	Turf has been inspected weekly and kept at the targeted height of 3 inches						
								Lawn Maintenance	<ul style="list-style-type: none"> <li>Class B Parks and Fields: Mowings per season commencing at start of turf growth, which is generally the first or second week of May, and continuing until Thanksgiving. When turf is actively growing, the frequency shall be a minimum of once weekly</li> <li>Target: 95% of the time</li> </ul>	Yes	Yes	-							
								Lawn Maintenance	<ul style="list-style-type: none"> <li>Class C Parks Fields and Boulevards: Mowings per season commencing at start of turf growth, which is generally the first or second week of May, and continuing until Thanksgiving. When turf is actively growing, the frequency shall be a minimum of once bi-weekly</li> <li>Target: 95% of the time</li> </ul>	Yes	Yes	-							
													Athletic Field Users	Athletic Field Maintenance	Number of days where all athletic field are available for booking (non-weather related and not a reconstruction; based on acceptable level of service for the user groups).	Yes	Yes	Yes	Fields were available 40,279 hours of bookings.
													Citizens and Tourists	Horticultural Maintenance - Floral Displays	<ul style="list-style-type: none"> <li>Removal of annuals prior to snow fall</li> <li>Target: 95% of the time</li> </ul>	100%	Yes	Yes	Plants left in longer as the fall weather was favourable.
												Horticultural Maintenance - Floral Displays		<ul style="list-style-type: none"> <li>Floral displays planted after final frost</li> <li>Target: 95% of the time</li> </ul>	No	No	-	Actual completion date was July 2nd, did well considering having reduced staff due to COVID and no reduction in flowers	
														Horticultural Maintenance - Removal of Flower Pots	<ul style="list-style-type: none"> <li>Flower pots and planters in the Business Improvement Area kept healthy and in good condition as long as possible and removed once aesthetics of the plants are compromised.</li> <li>Target: 95% of the time</li> </ul>	100%	Yes	Yes	Pots left out longer as they were still looking good. Removed by Halloween.
														Horticultural Maintenance - Installation of Flower Pots	<ul style="list-style-type: none"> <li>Flower pots and planters installed in the Business Improvement Area by the last week in June annually</li> <li>95% of the time</li> </ul>	100%	Yes	No	Installed June 29 - 30 2021
														Horticultural Maintenance - Weeding, Edging, and Mulching	<ul style="list-style-type: none"> <li>All floral beds maintained to be 80% weed free for the growing season</li> <li>Target: 95% of the time</li> </ul>	Yes			
														Horticultural Maintenance - Weeding, Edging, and Mulching	<ul style="list-style-type: none"> <li>All shrub and perennial displays to be mulched and edged once per season and weeded minimum of 3 times per season</li> <li>Target: 95% of the time</li> </ul>	Yes			<ul style="list-style-type: none"> <li>Edging = not achieved, concentrated on priority A parks - due to COVID19</li> <li>Mulching = not achieved, concentrated on priority A parks - due to COVID19</li> </ul>
														Horticultural Maintenance - Weeding, Edging, and Mulching	<ul style="list-style-type: none"> <li>All shrub and perennial displays are pruned (shrubs) or divided (perennials) a minimum of once every 3 seasons</li> <li>Target: 95% of the time</li> </ul>	No	No	Yes	
													Trail Users	Trail Maintenance	<ul style="list-style-type: none"> <li>All Surfaced Trails /Footpaths inspected annually with repairs and pruning done as required</li> <li>Target: 95% of the time</li> </ul>	Yes	Yes	Yes	51 km KM of trails inspected in spring and fall for pruning and repairs needed

Culture	To contributes at improving the quality of life for the citizens of Moncton with recreational and athletic facilities that foster wellness and healthy living, and invest in parks, trails and green spaces planting and preservation.	Operations	Parks	Park and Open Space Access	Park and Open Space Maintenance - Trails - Horticultural - Athletic Fields - Turf - Playground Equipment - Garbage Collection - Boulevards - Facility Grounds - Environmental Corridors	A public service provided to adjacent property owners and residents offering access to the amenities and functions of trees.	Grounds and Playground Users - Waste collection	<ul style="list-style-type: none"> <li>• Class A Parks, Fields and Municipal Facilities: Waste collection shall be twice weekly during the summer season or more as required</li> <li>• Target: 95% of the time</li> </ul>	Yes			Extra time was also spent on cleaning up tent sites
							Grounds and Playground Users - Waste collection	<ul style="list-style-type: none"> <li>• Class B Parks, Fields and Municipal Facilities: Waste collection will be a minimum of once weekly or more as required</li> <li>• Target: 95% of the time</li> </ul>	Yes			Extra time was also spent on cleaning up tent sites
							Grounds and Playground Users - Waste collection	<ul style="list-style-type: none"> <li>• Class C Parks, Fields and Municipal Facilities: Waste collection will be a minimum of once every 2 weeks or more as required</li> <li>• Target: 95% of the time</li> </ul>	Yes	Yes	Yes	Extra time was also spent on cleaning up tent sites
							Grounds and Playground Users - Play equipment	<ul style="list-style-type: none"> <li>• Installation protocol: Selection of equipment will be done in conjunction with neighborhood stakeholder groups as well as maintenance staff in order to select the best equipment and location for each site</li> <li>• Target: 100% of the time</li> </ul>	Yes			
							Grounds and Playground Users - Play equipment	<ul style="list-style-type: none"> <li>• Annual: A thorough visual inspection of all nuts, bolts, welds, surfaces, safety sand surfaces and attachment points will be performed annually and recorded. Physical testing of moving parts will be conducted. Any deficits or defects will be scheduled by priority</li> <li>• Target: 95% of the time</li> </ul>	Yes			
							Grounds and Playground Users - Play equipment	<ul style="list-style-type: none"> <li>• Monthly – A detailed visual inspection will be performed monthly on all moving parts and recorded</li> <li>• Target: 95% of the time</li> </ul>	Yes			
							Grounds and Playground Users - Play equipment	<ul style="list-style-type: none"> <li>• Weekly – A general visual inspection will be performed to identify obvious defects or emerging problems</li> <li>• Target: 95% of the time</li> </ul>	Yes			
							Grounds and Playground Users - Play equipment	<ul style="list-style-type: none"> <li>• Protective Surface Maintenance: Safety sand areas shall be kept level and to appropriate depth as per Canadian Standards Association standards and shall be maintained 80% free of weeds. Tilling will be done on an annual basis for all playsand areas</li> <li>• Target: 95% of the time</li> </ul>	100%	Yes	Yes	<ul style="list-style-type: none"> <li>• Installation protocols achieved.</li> <li>• All levels of inspection met.</li> <li>• Protective surface maintenance achieved.</li> </ul>

Culture	To contribute to improving the quality of life for the citizens of Moncton with recreational and athletic facilities that foster wellness and healthy living, and invest in parks, trails and green spaces planting and preservation.	Operations	Parks	Park and Open Space Access	Park and Open Space Maintenance - Trails - Horticultural - Athletic Fields - Turf - Playground Equipment - Garbage Collection - Boulevards - Facility Grounds - Environmental Corridors	A public service provided to adjacent property owners and residents offering access to the amenities and functions of trees.	Winter Operations - Snow removal	<ul style="list-style-type: none"> <li>All level 1 areas are to be cleared within a 24 hour period</li> <li>Target: 90% of the time</li> </ul>	Yes				
							Winter Operations - Snow removal	<ul style="list-style-type: none"> <li>All level 2 priorities will be cleared within 48 hours</li> <li>Target: 90% of the time</li> </ul>	Yes				
							Winter Operations - Snow removal	<ul style="list-style-type: none"> <li>All level 3 priorities will be cleared within 72 hours</li> <li>Target: 90% of the time</li> </ul>	Yes	Yes	Yes		
							Winter Operations - Sanding and Salting	<ul style="list-style-type: none"> <li>Following snow event: All level 1 priority areas are to be sanded/salted within a 24 hour period</li> <li>Target: 95% of the time</li> </ul>	Yes				
							Winter Operations - Sanding and Salting	<ul style="list-style-type: none"> <li>Following snow event: All 2 priority areas will be sanded/salted within 48 hours</li> <li>Target: 95% of the time</li> </ul>	Yes				
							Winter Operations - Sanding and Salting	<ul style="list-style-type: none"> <li>Following snow event: All level 3 priority areas will be sanded/salted within 72 hours</li> <li>Target: 95% of the time</li> </ul>	Yes	Yes	Yes		
							Winter Operations - Outdoor Rinks	<ul style="list-style-type: none"> <li>Refrigerated Ice surface in operation 100 days per season</li> <li>Target: 90% of the time</li> </ul>	73%	No	Yes	73 days in operation due to periodic shut downs based on Public Health guidelines for COVID	
								<ul style="list-style-type: none"> <li>Natural Ice Surface in operation 50 days days per season</li> <li>Target: 90% of the time</li> </ul>	24%	No	Yes	24 days in operation due to poor weather conditions and COVID restrictions	
							Ski Trail Operations	<ul style="list-style-type: none"> <li>Ski trail open 51 days a season</li> <li>Target: 90% of the time</li> </ul>	Yes	Yes	-		
							Call response	<ul style="list-style-type: none"> <li>All non emergency requests for tree work or inspections shall be inspected and client shall be contacted within a maximum 5 working days</li> <li>Target: 90% of the time</li> </ul>	5.28 days	No	Yes		
		Planting	<ul style="list-style-type: none"> <li>All trees planted during optimal planting season with a mortality rate of less than 6% during warranty period</li> <li>Target: 90% of the time</li> </ul>	Yes	No	-	278 tree planted in spring of 2021						
		Operations	Parks	Urban Forestry	Boulevard forestry (street trees) - Pruning and removal for public safety - Planting and developing un-forested sites  Park and open space forestry - Destructive pest monitoring and control - Hazard tree evaluation and control  Environmental corridors	A public service provided to park / open space users offering access to parks and open space for recreation and leisure pursuits.	Vehicle Operators	Street clearance	<ul style="list-style-type: none"> <li>Maintain street canopy at 14 feet of clearance</li> <li>Target: To be determined based on demand - see comment</li> </ul>	Data not available	Data not available	Data not available	Currently collecting data. Approx. 13% of city has had the tree canopy measured with the laser.
							Walkers	Sidewalk clearance	<ul style="list-style-type: none"> <li>Maintain sidewalk canopy at 8 feet of clearance</li> <li>Target: To be determined based on demand - see comment</li> </ul>	Data not available	Data not available	Data not available	Sidewalk canopy hasn't been measured yet with laser.
							Citizens	Stump removal	<ul style="list-style-type: none"> <li>Stump removed within 30 days of tree removal</li> <li>Target: 90% of the time</li> </ul>	No	No	No	<ul style="list-style-type: none"> <li>Currently we have 175 stumps</li> <li>36 in parks</li> <li>137 for streets</li> <li>All stumps scheduled for removal in fall of 2021</li> </ul>