

Culutre and Heritage (Levels of Service to Public) July 2022 - June 2023 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 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	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 - artifact collection	<ul style="list-style-type: none"> Access to museum collection Target: At least 20 new/different artifacts annually 	YES	Yes	5 exhibitions	Museum Collection showcased in temporary exhibitions: Addressograph, Joe Murray's Railway Memorabilia, Remembrance and Holiday Display, Artefacts accessionned in the 70s. Uploaded 30 records to Artifacts Canada.
									<ul style="list-style-type: none"> Access to temporary exhibitions Target: Showcase 5 annually 	YES	Yes	100%	Inspiring Nature, Inspired Techno; Lobby case: Remembrance display, games and stores, BiodiverCity (Fundy Biosphere); World War Women; Earth in Focus; Refuge Canada.
							Patrons of Resource Centre	Reg Ward Resource Centre	<ul style="list-style-type: none"> Access to resources by appointment Target: 95% of request accommodated 	YES	Yes	Yes	A total of 81 research requests were answered; Crandall Class visited in October; 15 groups visited the resource room.
									<ul style="list-style-type: none"> Research requests completed within 10 business days Target: 90% of the time 	YES	Yes	Yes	
							Patrons of Resurgo Place	Transportation Discovery Centre	<ul style="list-style-type: none"> Visitor satisfaction Target: Less than 5 complaints annually 	YES	Yes	1 complaint	Operation back to normal.
							Patrons of Thomas Williams House	Thomas Williams House	<ul style="list-style-type: none"> Access to the heritage house Target: 4 events annually 	YES	Yes	4 events	<ul style="list-style-type: none"> Tea Room (July-August) 2022 Holiday Tea Valentine`s Tea Mom`s Market
							Patrons of Treitz Haus	Treitz Haus	<ul style="list-style-type: none"> Access to permanent and temporary exhibitions Target: 1 new temporary exhibition annually 	YES	Yes	0	Operation back to normal.
			Heritage and Cultre	Heritage and Culture	Resurgo Place Programming and Education	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 onsite programs and activities Target: At least 12 annually 	YES	Yes	14	Moving Science Presentations; Discovery Labs (5 with different partners); Birthday Programming updated; School group June offering upgraded with a choice of learning stations; New Sept-April School group offering; Family Day Activity; March Break Events (Earth In Focus).
									<ul style="list-style-type: none"> Offer outreach programs and activities Target: At least 12 annually 	YES	Yes	Yes	Bore Park Presentations (All Summer); Riverfront Walk (guided tour August); Hosting and Participating in Moncton Heritage Week and the AHNB virtual conference; Classroom outreach; New Senior`s home outreach; Presence at various regional Festivals and Events.
							Patrons of City Facilities	Displayed Art	<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	

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	Present Art exhibitions at the City Hall Gallery Target: At least 5 per year	YES	No	2 exhibitions	Indigenous art from the City of Moncton's Art Collection (July-Sept); Journey Through Addiction Recovery (Sept-Nov); Cri Daigle (Jan-Feb); High School Seniors (Mar-May); Brian Francis (June-July)
		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	Partially	No	0%	Kiosk has been utilize during the IIHF tournament only.
									<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	YES	Yes	5 days	
									<ul style="list-style-type: none">• Access to face-to-face visitor information service at Treitz Haus• Target: 7 days per week (June-August)	YES	Yes	0 days	
									<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	