

**Community Services - Culture and Heritage**

Pillar	Description	Department	Division	Service Name	Sub Service	Service Definition	Direct Customer	Service Component	Current Service Level	Target	Target Achieved 2023-2024	Target Achieved 2022-2023	Target Achieved 2021-2022	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	• Access to museum collection with new / different artifacts annually	20 p.a.	Yes	Yes	Yes	• Artefacts were features in several exhibitions including the Museum 50th exhibition, With Love Moncton Museum • Rotation of artefacts in Heritage Collection has been completed in June 2024
									• Access to temporary exhibitions	5 p.a.	Yes	Yes	Yes	• Refuge Canada • With Love, Moncton Museum • Moncton Museum - 50 years of Collecting • LUMEN • Frye Festival 25 anniversary • Bees! • Monarques
							Patrons of Resource Centre	Reg Ward Resource Centre	• Access to resources by appointment	95%	Yes	Yes	Yes	• New in Summer 2023 - Walk-in Wednesday (open during the afternoon without appointment) • Repeat Summer 2024
									• Research requests completed within 10 business days	90%	Yes	Yes	Yes	
							Patrons of Resurgo Place	Transportation Discovery Centre	• Visitor satisfaction	<5 Complaints	Yes	Yes	Yes	• Many upgrades were done to improve the submarine's performance • New robot setup planned for Fall 2024
							Patrons of Thomas Williams House	Thomas Williams House	• Access to the heritage house with annual events	4 p.a.	Yes	Yes	Yes	• Record breaking year for visitation during the Summer 2023
			Patrons of Treitz Haus	Treitz Haus	• Access to permanent and temporary exhibitions	1 p.a.	Yes	Yes	Yes					
			Heritage and Culture	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	• Offer onsite programs and activities	12 p.a.	Yes	Yes	Yes	
							• Offer outreach programs and activities		12 p.a.	Yes	Yes	Yes		
			Patrons of City Facilities	Displayed Art	• Display 65% of City of Moncton Art Collection in City facilities	95%	Yes	Yes	Yes					
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									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
		• Access to face-to-face visitor information service at Resurgo Place • 6 days per week (with the exception of Statutory Holidays), except from Victoria Day to Labour Day 7 days per week	100%	Yes	Yes	Yes								
		• Access to face-to-face visitor information service at Treitz Haus • 7 days per week (June-August)	100%	Yes	Yes	Yes								
		• Respond to voice messages within 1 business day	95%	Yes	Yes	Yes								
		• Respond to e-mail request within 1 business day	95%	Yes	Yes	Yes								