

Protective Services - Fire														
Pillar	Description	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target	Target Achieved 2023-2024	Target Achieved 2022-2023	Target Achieved 2021-2022	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	1 p.a.	Yes	Yes	No	• October 2024
		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	10 p.a.	Yes	Yes	No	
		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	95%	Yes	Yes	No	
		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	100%	No	-	-	• 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	100%	No	-	-	• 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	Fire Suppression • Turn Out Time of 80 seconds or less	90%	Yes	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 • New software being implementing in Fall of 2024
									Fire Suppression • Travel Time of 240 seconds (4 mins) or less	90%	Yes	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 • New software being implementing in Fall of 2024
		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)	Haz Mat Response Mitigation • Turn Out Time of 80 seconds or less	90%	Yes	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 • New software being implementing in Fall of 2024
									Haz Mat Response Mitigation • Travel Time of 240 seconds (4 mins) or less	90%	Yes	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 • New software being implementing in Fall of 2024
		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	Medical Fire Responder Care • Turn Out Time of 80 seconds or less	90%	Yes	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 • New software being implementing in Fall of 2024
									Medical Fire Responder Care • Travel Time of 240 seconds (4 mins) or less	90%	Yes	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 • New software being implementing in Fall of 2024
		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	Rescue • Turn Out Time of 80 seconds or less	90%	Yes	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 • New software being implementing in Fall of 2024
									Rescue • Travel Time of 240 seconds (4 mins) or less	90%	Yes	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 • New software being implementing in Fall of 2024