

Operations Services - Parks

Pillars	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	Results/Comments	
					Park and Open Space Maintenance - Trails - Horticultural - Turf - Playground Equipment - Garbage Collection - Boulevards - Facility Grounds - Environmental Corridors	Parks Users Citizens and Residents	Class A Parks (High traffic parks: Regional Parks, Riverfront, Municipal Facilities etc.)	Lawn Maintenance	Class A Parks - Lawn Maintenance • All areas should be serviced weekly from May until Thanksgiving	100%	No	N/A*	• Achieved target 89% of the time when fully staffed with students from May until September • From September 1 to Thanksgiving, we are staffed at 25% of our summer compliment	
				Horticulture Maintenance				Class A Parks - Horticulture Maintenance • Service weekly as required (e.g. weeding, edging, and mulching) May until Thanksgiving	100%	No	N/A*	• Target is met 68% when fully staffed with students from May until September • From September 1 to Thanksgiving, we are staffed at 25% of our summer compliment		
				Waste Collection				Class A Parks - Waste Collection • Waste collection twice weekly during the summer season or more as required	95%	No	N/A*	• Achieved target 90% of the time		
								Class B Parks (Neighbourhood parks: Lewis Park, Gagnon Park, Knox Park etc.)	Lawn Maintenance	Class B Parks - Lawn Maintenance • All areas serviced weekly from May until September and then bi-weekly until Thanksgiving	100%	No	N/A*	• Target is met 75% when fully staffed with students from May until September • From September 1 to Thanksgiving, we are staffed at 25% of our summer compliment
									Horticulture Maintenance	Class B Parks - Horticulture Maintenance • Service bi-weekly as required (e.g. weeding, edging, and mulching) May until Thanksgiving	100%	No	N/A*	• Target is met 55% when fully staffed with students from May until September • From September 1 to Thanksgiving, we are staffed at 25% of our summer compliment
									Waste Collection	Class B Parks - Waste Collection • Waste collection will be a minimum of once weekly or more as required	95%	Yes	N/A*	• Achieved target 95% of the time
								Class C Parks (Boulevards, and city owned land with limited fixtures)	Lawn Maintenance	Class C Parks - Lawn Maintenance • All areas serviced bi-weekly from May until September and then on demand until Thanksgiving	100%	No	N/A*	• Target is met 75% when fully staffed with students from May until September • From September 1 to Thanksgiving, we are staffed at 25% of our summer compliment
									Waste Collection	Class C Parks - Waste Collection • Waste collection will be a minimum of once every 2 weeks or more as required	95%	Yes	N/A*	• Achieved 96% of the time
								A public service provided to ensure safety in our parks	Grounds & Playground Maintenance - Play equipment	• Meet CSA standard CAN/CSA Z614:20 • A Standard for Children's Playground Equipment and Surfacing for annual, monthly and weekly inspections	100%	Yes	N/A*	• Annual 99% / Monthly 83%
	To contributes at improving						Athletic Fields Services	Athletic Field Users	Athletic Fields	Athletic Field Maintenance	• Maintain safe playing fields • Report on conditions daily during operating season.	100%	Yes	N/A*

Operations Services - Parks

Pillars	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	Results/Comments	
Culture	The quantity of time 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	Winter Park Services	Trail Users Winter Services	A public service provided to ensure safety and enjoyment of our trails	Winter Operations - Snow removal	Winter Operations • All level 1 areas are to be cleared within a 24 hour period	90%	Yes	N/A*	• Snow removal operations completed within target for 8 major snowfall events during the period	
								Winter Operations - Snow removal	Winter Operations • All level 2 priorities will be cleared within 48 hours	90%	Yes	N/A*	• Snow removal operations completed within target for 8 major snowfall events during the period	
								Winter Operations - Snow removal	Winter Operations • All level 3 priorities will be cleared within 72 hours	90%	Yes	N/A*	• Snow removal operations completed within target for 8 major snowfall events during the period	
								Winter Operations - Sanding and Salting	• Following snow event: All level 1 priority areas are to be sanded/salted within a 24 hour period	95%	Yes	N/A*	• Sanding and salting operations completed within target for 8 major snowfall events during the period	
								Winter Operations - Sanding and Salting	• Following snow event: All 2 priority areas will be sanded/salted within 48 hours	95%	Yes	N/A*	• Sanding and salting operations completed within target for 8 major snowfall events during the period	
								Winter Operations - Sanding and Salting	• Following snow event: All level 3 priority areas will be sanded/salted within 72 hours	95%	Yes	N/A*	• Sanding and salting operations completed within target for 8 major snowfall events during the period	
								Trail Maintenance	Trail Maintenance • All Surfaced Trails / Footpaths inspected annually with repairs and pruning done as required	95%	Yes	N/A*	• Out of 59 trails, 4 were missing work orders (data entry error)	
						Rink Users	A public service provided to ensure safety and enjoyment of our rinks	Winter Operations - Outdoor Rinks	• Report ice conditions daily during operating season	100%	Yes	N/A*	• Conditions for Kaboom Rink, Ian Fowler Oval, Mapleton Park Outdoor Rink, Muskrat Skating Trail and Victoria Park Outdoor Rink reported daily for the season	
						Ski Users	A public service provided to ensure safety and enjoyment of our ski trails	Ski Trail Operations	Ski Trail Operations • Report trail conditions daily during operating season	100%	Yes	N/A*	• Conditions for Ski Trails reported daily for the season	
						Arboriculture Services	Residents and Citizens	A public service provided to citizens and residents, for planting, establishment and maintenance of trees.	Tree Planting	• All trees planted during optimal planting season with a mortality rate of less than 6% during warranty period	90%	No	N/A*	• 357 trees planted in 2023, 32 warranty replacements (16 due to nursery stock failure) with 9.1% mortality overall, if excluding nursery stock failure 4.5% mortality
					Street clearance				• Maintain street canopy at 14 feet of clearance • Target: To be determined based on demand - see comment	100%	Yes	N/A*	• 175 requests, 174 resolved - 99% target achieved.	
					Sidewalk clearance				• Maintain sidewalk canopy at 8 feet of clearance • Target: To be determined based on demand - see comment	100%	Yes	N/A*	• 21 requests for Canopy clearing, 19 resolved - 90% target achieved	
					Stump removal				• Stump removed within growing season	90%	No	N/A*	• Total of 109 removals to be completed early fall 2024 • 40 to be contracted out and 69 to be done in-house	
													N/A*	*N/A - not available for previous years as 2023/24 has updated levels of service