

| Parks (Levels of Service to Public) July 2022-June 2023 Results | | | | | | | | | | | | | |
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| Operations | | | | | | | | | | | | | |
| Pillars | Department Goals | Department | Division | Service Name | Sub Service | Direct Customer | Service Definition | Service Component | Current Service Level | Target Achieved 2022-2023 | Target Achieved 2021-2022 | Target Achieved 2020-2021 | Results/Comments |
| 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 | 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 | ● 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 ● Target: 95% of the time | No | Yes | 100% | 2022 would have met targets but 2023 has been very difficult year for mowing as very wet & rainy in May/June |
| | | | | | | | | Lawn Maintenance | ● 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 ● Target: 95% of the time | No | Yes | Yes | 2022 would have met targets but 2023 has been very difficult year for mowing as very wet & rainy in May/June |
| | | | | | | | | Lawn Maintenance | ● 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 ● Target: 95% of the time | No | No | Yes | 2022 would have met targets but 2023 has been very difficult year for mowing as very wet & rainy in May/June |
| | | | | | | 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). | N/A | Yes | Yes | Information not available for 2022/2023 due to new system and unable to retrieve. Fields were unavailable for weather related conditions for record amount of days summer of 2023. |
| | | | | | | Citizens and Tourits | | Horticultural Maintenance - Floral Displays | ● Removal of annuals prior to snow fall ● Target: 95% of the time | Yes | Yes | 100% | |
| | | | | | | | | | ● Floral displays planted after final frost ● Target: 95% of the time | Yes | Yes | No | |
| | | | | | | | | Horticultural Maintenance - Removal of Flower Pots | ● 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. ● Target: 95% of the time | Yes | Yes | 100% | |
| | | | | | | | | Horticultural Maintenance - Installation of Flower Pots | ● Flower pots and planters installed in the Business Improvement Area by the last week in June annually ● 95% of the time | Yes | No | 100% | |
| | | | | | | | | Horticultural Maintenance - Weeding, Edging, and Mulching | ● All floral beds maintained to be 80% weed free for the growing season ● Target: 95% of the time | Yes | Yes | Yes | |
| | | | | | | | | Horticultural Maintenance - Weeding, Edging, and Mulching | ● All shrub and perennial displays to be mulched and edged once per season and weeded minimum of 3 times per season ● Target: 95% of the time | Yes | Yes | Yes | |
| | | | | | | | | Horticultural Maintenance - Weeding, Edging, and Mulching | ● All shrub and perennial displays are pruned (shrubs) or divided (perennials) a minimum of once every 3 seasons ● Target: 95% of the time | No | Yes | No | |
| | | | | | | Trail Users | | Trail Maintenance | ● All Surfaced Trails /Footpaths inspected annually with repairs and pruning done as required ● Target: 95% of the time | Yes | Yes | Yes | 79 km KM of trails inspected in spring and fall for pruning and repairs needed |

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| | | | | | | Grounds and Playground Users | | Grounds & Playground Maintenance - Waste collection | ● Class B Parks, Fields and Municipal Facilities: Waste collection will be a minimum of once weekly or more as required ● Target: 95% of the time | Yes | Yes | Yes | |
| | | | | | | Grounds and Playground Users | | Grounds & Playground Maintenance - Waste collection | ● Class C Parks, Fields and Municipal Facilities: Waste collection will be a minimum of once every 2 weeks or more as required ● Target: 95% of the time | Yes | Yes | Yes | |
| | | | | | | Grounds and Playground Users | | Grounds & Playground Maintenance - Play equipment | ● Annual: A thorough visual inspection of all nuts, bolts, welds, surfaces, safety sand surfaces and attachment points will be preformed annually and recorded. Physical testing of moving parts will be conducted. Any deficits or defects will be scheduled by priority ● Target: 95% of the time | Yes | Yes | Yes | |
| | | | | | | Grounds and Playground Users | | Grounds & Playground Maintenance - Play equipment | ● Monthly – A detailed visual inspection will be preformed monthly on all moving parts and recorded ● Target: 95% of the time | Yes | Yes | Yes | |
| | | | | | | Grounds and Playground Users | | Grounds & Playground Maintenance - Play equipment | ● Weekly – A general visual inspection will be preformed to identify obvious defects or emerging problems ● Target: 95% of the time | Yes | Yes | Yes | Inspection by mowing crews |
| | | | | | | Grounds and Playground Users | | Grounds & Playground Maintenance - Play equipment | ● 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 ● Target: 95% of the time | Yes | Yes / Ongoing | 100% | Tilling is ongoing til the end of summer |

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| | | | | | | Parks and Open Space Users | | Winter Operations - Snow removal | <ul style="list-style-type: none">• All level 2 priorities will be cleared within 48 hours• Target: 90% of the time | Yes | Yes | Yes | |
| | | | | | | Parks and Open Space Users | | Winter Operations - Snow removal | <ul style="list-style-type: none">• All level 3 priorities will be cleared within 72 hours• Target: 90% of the time | Yes | Yes | Yes | |
| | | | | | | Parks and Open Space Users | | Winter Operations - Sanding and Salting | <ul style="list-style-type: none">• Following snow event: All level 1 priority areas are to be sanded/salted within a 24 hour period• Target: 95% of the time | Yes | No | Yes | |
| | | | | | | Parks and Open Space Users | | Winter Operations - Sanding and Salting | <ul style="list-style-type: none">• Following snow event: All 2 priority areas will be sanded/salted within 48 hours• Target: 95% of the time | Yes | Yes | Yes | |
| | | | | | | Parks and Open Space Users | | Winter Operations - Sanding and Salting | <ul style="list-style-type: none">• Following snow event: All level 3 priority areas will be sanded/salted within 72 hours• Target: 95% of the time | Yes | Yes | Yes | |
| | | | | | | Rinks Users | | Winter Operations - Outdoor Rinks | <ul style="list-style-type: none">• Refrigerated Ice surface in operation 100 days per season•Target: 90% of the time | Yes | 92% | 73% | Oval was open for a total of 112 days. March was mainly closed during day but open for evening skating. |
| | | | | | | | | | <ul style="list-style-type: none">• Natural Ice Surface in operation 50 days days per season• Target: 90% of the time | 20% | 60% | 24% | Approx 10 days in operation due to poor weather conditions/ could not get ice to freeze |
| | | | | | | Ski Users | | Ski Trail Operations | <ul style="list-style-type: none">• Ski trail open 51 days a season• Target: 90% of the time | No | No | Yes | Ski trails open 40-45 days due to winter conditions. |
| | | | | | | Citizens and Homeowners | | Call response | <ul style="list-style-type: none">• All non emergency requests for tree work or inspections shall be inspected and client shall be contacted within a maximum 5 working days•Target: 90% of the time | No | 7 days | 5.28 days | 19 day average response time (tree inspections, pruning and removals) |
| | | Homeowners | Planting | <ul style="list-style-type: none">• All trees planted during optimal planting season with a mortality rate of less than 6% during warranty period• Target: 90% of the time | No | Yes | Yes | Spring of 2022 we had a contractor plant 308 trees - 40 needed to be replanted. Mortality Rate 13% for 2022 planting. | | | | | |
| | | Operations | Parks | Urban Forestry | Boulevard forestry (street trees) - Pruning and removal for public safety - Planting and developing un-forested sites | Vehicle Operators | A public service provided to park / open space users offering access to parks and open space for recreation and leisure pursuits. | Street clearance | <ul style="list-style-type: none">• Maintain street canopy at 14 feet of clearance• Target: To be determined based on demand - see comment | Data not available | Analysis Underway | Data not available | Laser data collection completed. Analysis underway to develop work plan. Work is mainly performed "on demand". |
| | | | | | Walkers | Sidewalk clearance | | <ul style="list-style-type: none">• Maintain sidewalk canopy at 8 feet of clearance• Target: To be determined based on demand - see comment | Data not available | Data not available | Data not available | Many kms sidewalk clearance issues completed due to PW service request for sidewalk clearance for winter clearing operations. | |
| | | | | | Park and open space forestry - Destructive pest monitoring and control - Hazard tree evaluation and control Environmental corridors | Citizens | | Stump removal | <ul style="list-style-type: none">• Stump removed within 30 days of tree removal• Target: 90% of the time | No | No | No | <ul style="list-style-type: none">• 2021/22 had 59 stumps leftover to be removed, of which all were all completed by a contractor.• Total of 48 newly reported stumps 20 remaining to be removed in 2023 |

| Arenas - Superior Propane Centre (SPC) & Crossman Community Centre / Kay Arena (July 2022 - June 2023 Results) | | | | | | | | | | | |
|--|---|------------|--|---------------------|--|--|--|---|---------------------------|---------------------------|-------------------|
| Leisure and Culture Program | | | | | | | | | | | |
| Pillars | Department Goals | Department | Division | Service Name | Sub Service | Service Definition | Service Component | Current Service Level | Target Achieved 2022-2023 | Target Achieved 2021-2022 | Results / Comment |
| Social | To contribute at improving the quality of life for citizens of Moncton with recreational and athletic facilities that foster wellness and healthy living. | Parks | Venues - Superior Propane Centre / Crossman Community Centre / Kay Arena | Events | Event Cleaning | An operational service provided to paying clients of the Arenas. Event cleaning includes, but is not limited to: cleaning washrooms, garbage collection, scrubbing floors, and vacuuming (where applicable). | The facility is clean and ready for event | • Clean washrooms, collect waste, scrub floors, and vacuum, where applicable, at least 5 hours prior to event on event day. • Target: 90% of the time | Yes | Yes | |
| | | | | | | | Slapshots is clean and ready for event participants | • Clean washrooms, collect waste, scrub floors, and vacuum, where applicable,at least 5 hours prior to event on event day. • Target: 90% of the time | Yes | Yes | |
| | | | | | | | Meetings rooms are clean and ready for function | • Clean meeting rooms, collect waste, scrub floors, and vacuum, where applicable,at least 5 hours prior to event on event day. • Target: 90% of the time | Yes | Yes | |
| | | | | Event Set-Up | An operational service provided to paying clients of the Arenas. Event set-up includes, but is not limited to: providing the client with their list of rented items (staging, tables, chairs, etc.) and setting the items up as requested by the client. | Arenas are set-up and ready for event | • Set-up Arenas as requested at least 5 hours prior to event on event day. • Target: 90% of the time | Yes | Yes | | |
| | | | | | | Slapshots is set-up and ready for function | • Set-up Slapshots as requested (with list of rented items and set-up) at least 3 hours prior to functon. • Target: 90% of the time | Yes | Yes | | |
| | | | | | | Meeting room is set-up and ready for function | • Set-up meeting rooms as requested (with list of rented items and set-up) at least 1.5 hours prior to event onr event day. • Target: 90% of the time | Yes | Yes | | |
| | | | | Ice Rentals | Ice Maintenance (Prior to Start of Day) | An operational service for groups renting ice at the Arenas | Ice is available for users | • Ice maintenance completed with proper measurements logged and ice prepared for first rental of the day. • Target: 95% of the time | Yes | Yes | |
| | | | | | Ice Maintenance (During Rentals) | An operational service for groups renting ice at the Arenas | Ice is available for users | • Ice flooded prior to rental period within a max. 15 minutes per flood • Target: 95% of the time | Yes | Yes | |
| | | | | | Dressing Room Preparation | An operational service for groups renting ice at the Arenas | Dressing Rooms ready for use by users | • Clean and ensure room is empty in-between rentals within a target of 15 minutes per cleaning. • Target: 90% of the time | Yes | Yes | |
| | | | | Installation of Ice | Installation of Ice | Process of installing ice per required schedule | Installation of ice | • Ice installed within a max. 280 hours. Per ice service • Target: 95% of the time | Yes | Yes | |
| | | | Crossman Community Centre / Kay Arena | Gym Rentals | Gym Maintenance (Prior to Start of Day) | An operational service for groups renting the gym at the Crossman Center | Gym is available for users | • Floor maintenance completed for first rental of the day. • Target: 95% of the time | Yes | Yes | |
| | | | | | Gym Maintenance (During Rentals) | An operational service for groups renting the gym at the Crossman Center | Gym is available for users | • Floor cleaned prior to rental period • Target: 95% of the time | Yes | Yes | |
| | | | | | Dressing Room Preparation | An operational service for groups renting the gym at the Crossman Center | Dressing Rooms ready for use by users | • Clean and ensure room is empty in-between rentals within a target of 15 minutes per cleaning. • Target: 90% of the time | Yes | Yes | |
| | | | | Walking Track | Track Maintenance (Prior to Start of Day) | An operational service for groups rusing the walking track at the Crossman Center | Walking track is available for users | • Track maintenance and cleaned prior to opening for the day. • Target: 95% of the time | Yes | Yes | |