

**Community Services - Recreation**

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	Target Achieved 2021-2022	Results/Comments
Culture	To facilitate the delivery of community-based recreation programs to ensure that citizens and the public have full access to a wide range of recreational, parks and leisure experiences and opportunities.	Recreation	N/A	Recreational activities	Recreational activities offered by third party providers	Recreational activity participants	A facilitative service to offer recreational activities to citizens with a community development approach through contracts with third parties.	Recreational activities	Recreational Activities • Acknowledge client inquiry within 24 hours	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
								Recreational activities	Recreational Activities • Respond to issues within 48 hours	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
								Recreational activities	Recreational Activities • Acknowledge provider inquiry within 24 hours	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
								Recreational activities	Recreational Activities • Respond to issues within 72 hours	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
								Recreational activities	Recreational Activities • Bi-weekly site visits during peak season (July - September)	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Completed</li> </ul>
		Recreation	N/A	Recreational Program Advisory and Support	Programming of activities	Targeted programming participants	A service provided to users of recreation programs offering access to supervised / unsupervised recreational activities.	Neighbourhood Programming	Neighbourhood Programming • Notify applicant of decision of request for programming within 5 business days	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Mobile Fun a partnership with the YMCA provided neighbourhood programming in various parks around the City</li> <li>This program was offer on Tuesdays from June to August and on 3 Thursdays</li> <li>Total number of parks visited was 16</li> </ul>
								Youth Programming	Youth Programming • Notify applicant of decision of request for programming within 5 business days	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Youth amenities has been implemented and continues to be part of the Recreation Master Plan projects</li> </ul>
								Seniors Programming	Seniors Programming • Notify applicant of decision of request for programming within 5 business days	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Efforts were made to continue to work with the Moncton Lions Community Center on a new model for 2024, but despite efforts made the Moncton Lions Community Center ceased all programming in December 2023</li> <li>Working on creating new partnerships with different organizations on providing more senior friendly programming around the City</li> </ul>
								Sports Programming	Sports Programming • Notify applicant of decision within 5 business days	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
								Event Planning	Events	Event participants	A service offering free events to the public with various interests	Event Programming	Event Programming • Support third party events and provide City events	90% 3rd Party 10% City

Social	To improve the quality of life for the most vulnerable citizen	Recreation	N/A	Social Inclusion	Clients	Clients	A service to work strategically with community and government partners to improve the quality of life of its most vulnerable citizens	Assisting Clients	Assisting Clients • Acknowledge client inquiry within 24 hours	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
								Assisting Clients	Assisting Clients • Respond to issues within 48 hours	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
					Agencies	Agencies		Assisting Agencies	Assisting Agencies • Acknowledge agency inquiry within 24 hours	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
								Assisting Agencies	Assisting Agencies • Respond to issues within 72 hours	95%	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Although specific data is not available at this time, we are confident that the Level of Service was achieved</li> <li>In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly</li> </ul>
Culture	To provide citizen participation at the neighborhood level	Recreation	N/A	New Capital Works Project Development	Public Consultation	Citizens	A service to provide citizens with input into new capital projects	Consultation	Consultation • A minimum of one consultation session per new project • Target: 95% of the time	1 per project	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>All Recreation Master Plan projects had consultation efforts</li> </ul>