

 M O N C T O N	POLICY	Owner Department: Strategic Initiatives
	Level of Service	
Effective Date: June 18, 2018	Last Reviewed Date: December 22, 2021	City Council Approval Dates: 2022 Budget Approval 2023 Budget Approval
Approving Authority: Moncton City Council	Replaces No.: N/A	
1. Preamble		

The City of Moncton manages many different services throughout the year, including but not limited to the following areas:

- Corporate Services – including Corporate Communications;
- Community and Safety Services - including Building Inspection, Moncton Fire Department, Codiac Transpo, By-Law Enforcement, Urban Planning, and Policing Support Services;
- Engineering and Environmental Services – including Public Works, Municipal Facilities, Utilities, Water Systems, and Environmental Planning and Management;
- Recreation, Culture and Events – including Recreation and Leisure, Parks and Leisure Operations, Resurgo Place Culture and Heritage, Magnetic Hill Zoo and Magnetic Hill Park, Tourism and Events, and Venues;

This policy states what Level of Service is appropriate to meet minimum requirements as agreed upon by City administration and adopted by City Council and that will best serve the citizens of Moncton.

2. Policy Statement

City administration shall strive to meet the Levels of Service as adopted by Moncton City Council in the Appendices attached to and forming part of this Policy, as amended as required.

3. Objectives

The objectives of this policy are:

Level of Service

1. To provide guidelines to City administration so they can identify what is required to be done to meet the expectations of the citizens of Moncton.
2. To ensure that the Levels of Service delivered are in the best interest of the citizens of Moncton.
3. To emphasize and promote understanding of Levels of Service among City Council, City administration and the citizens of Moncton.
4. To provide direction to City administration with regards to meeting the Levels of Service.

4. Definitions

Level of Service - is a measure of the ability to meet an expected deliverable determined by City administration and Council under the guidance from the citizens of Moncton.

A level of service typically relate to:

- Quality
- Quantity
- Safety
- Capacity
- Fitness for purpose
- Aesthetics
- Reliability
- Responsiveness
- Environmental acceptability
- Costs

5. Council Approved Levels of Service

See Appendix “A” for the Council approved Levels of Service.

6. Administration and Contact

City Clerk’s Office

655 Main St., Moncton, NB E1C 1E8

Telephone: 506.853.3550

Email: info.clerk@moncton.ca

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APPENDIX A

By-law Enforcement - SPCA Animal Control (Third Party Level of Service to Public) July 2022 - June 2023 Results													
Community Safety													
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 / Comment
Social	To provide a safe environment for citizens with appropriate animal controls in locations throughout the City	Moncton SPCA	N/A	Animal Control	Enforcement of Animal Control By-Law H-202	Park users	Enforcing By-law H-202 Animal Control, capturing and impounding stray animals, investigating dog bite complaints, providing expert testimony in court cases, writing incident reports, providing humane care to animals under their supervision, daily patrols of parks and trails, after hours emergency response, and public education on responsible pet ownership.	Animal control	<ul style="list-style-type: none"> Patrol parks and trails (100 hours / month) 90% of the time 	84 hours	119.15 hours	104.25 hours	<ul style="list-style-type: none"> As of June 2022 the 100 hours per month of park Park patrols is no longer a requirement.
						Complainant		Animal control	<ul style="list-style-type: none"> Acknowledge receipt of complaint within 2 business days 90% of the time 	Yes	Yes	Yes	Number of complaints received: 540
						Complainant		Animal control	<ul style="list-style-type: none"> Provide follow up on next steps and timelines within 4 business days 90% of the time 	Yes	Yes	Yes	
						Dog owners and citizens		Dogs registered	<ul style="list-style-type: none"> Register and provide dog licenses 85% annual renewal rate (5% of people and their pets relocate and 10% annual mortality rate in household pets) 	227 licenses	51 %	57 %	*PAW no longer provides licensing services for City of Moncton. Data reflects licenses sold between July and December 2022.

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By-law Enforcement (Levels of Service to Public) July 2022 - June 2023 Results													
Community Safety													
Pillar	Department Goal	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 / Comment
Social	Ensure that the City of Moncton is a safe and respectful community through the enforcement of by-laws	By-law Enforcement	N/A	By-law enforcement	Complaint handling	Complainant	A public service provided to potential by-law violators and complainants offering compliance with a variety of City By-laws.	Response to Complainant.	<ul style="list-style-type: none"> 48 hours to acknowledge receipt of complaint from complainant and have it entered in our system for investigation. Target: 95% of the time 	95%	95%	90%	<ul style="list-style-type: none"> 1404 Service Request from July 2020 to June 2021 3317 Service Request from July 2021 to June 2022 7409 Service Request from July 2022 to June 2023
									<ul style="list-style-type: none"> 48 hours to respond to request for information on existing service request or case regarding status of service request or case. Target: 95% of the time 	80%	80%	75%	* Waiting for new software to increase efficiency.
									<ul style="list-style-type: none"> 4 business days from receipt of complaint, follow-up or next steps including timelines will be provided. Target: 95% of the time 	85%	80%	No	* Waiting for new software to increase efficiency.
					On street patrols: <ul style="list-style-type: none"> Pan handling On Street parking regulations Encampments/Social Issues 	Violators and Citizens	A public service provided to on- street by-law violators and complainants offering compliance with a variety of City By-laws.	Ticketing	Community Officers patrolling 24/7	Yes	Yes	Yes	<ul style="list-style-type: none"> * 864 Service Request from July 2021 to June 2022 * 2875 Service Request from July 2022 to June 2023
Governance	Ensure that by-laws are created and abided by for the greater safety and enjoyment of the community	By-law Enforcement	N/A	Business licensing	<ul style="list-style-type: none"> Taxi Owners and Operators Pawnbrokers Mobile Home Parks Transient Traders Portable sign permit Mobile Vendors Vehicle immobilization service providers Sidewalk Café license Fire Pit Permit 	Applicant	Providing a licensing service for particular businesses and activities as allowed under the Municipalities Act ensuring compliance with applicable regulations.	<ul style="list-style-type: none"> Taxi Owners and Operators Pawnbrokers Mobile Home Parks Transient Traders Portable sign permit Mobile Vendors Vehicle immobilization service providers Sidewalk Café license 	<ul style="list-style-type: none"> License and permit will be issued within 5 business days from receipt of a complete application Target: 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> * 1400 Licenses issued from July 2021 to June 2022 1582 Licenses issued from July 2022 to June 2023

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Communications (Levels of Service to Public) (July 2022-June 2023 Results)													
Corporate													
Pillar	Description	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 / Comment
Governance	Proactively inform residents to improve transparency	Corporate Communications	Corporate Communications	Public Relations	Media relations	Media	Public relations (PR) is the practice of managing the communication between an organization and its publics.	Informed citizens	<ul style="list-style-type: none"> Media requests are acknowledged within 1 hour Target: less than 7 valid media complaints of not meeting service level 	100%	100%	100%	No complaints were received.
						Media			<ul style="list-style-type: none"> Interviews (date and time) are agreed to by the media outlet and the City within a 5 hour of request for an interview Target: less than 10 valid media complaints of not meeting service level 	100%	100%	100%	No complaint were received.
						Media			<ul style="list-style-type: none"> Media requests are responded to in the official language of choice Target: less than 5 valid media complaints of not meeting service level 	100%	100%	100%	No complaints were received.
					Public knowledge	Citizens	Enhance citizen knowledge on city services	Informed citizens	<ul style="list-style-type: none"> Educational information to citizens on various city services Target: 2 per month 	100%	100%	100%	Actual: 76. We also have proactive tools that residents can access at their own leisure which reduces the need for basic educational information (i.e. Infrastructure Map, Outdoor Fun Map, Report an Issue).
					Social media	Citizens	Public relations (PR) is the practice of managing the communication between an organization and its publics.	Informed citizens	<ul style="list-style-type: none"> Questions received on social media are acknowledged within 5 hours Target: less than 10 valid complaints of not meeting service level Note: Questions are answered within 1 business day (Monday to Friday from 8:30 a.m. to 4:30 p.m.) 	100%	100%	100%	Internal observations identified four instances where a response was not provided in adequate time because we were waiting for information from other departments, there was such a high volume of questions/comments that they were missed or because the question was asked outside of our communicated expectations and were not deemed urgent or impated by time.
Culture	Improve bilingual services within the municipality	Corporate Communications	Corporate Communications	Official Language Support	Official Languages	Citizens	Ensuring that all materials and communication destined for an external audience is provided in both French and English.	Adherence to Policies and Acts.	Official Languages Policy is reviewed every 5 years	Yes	Yes	Yes	Policy was reviewed by Communications as a starting point but a more thorough review will be done with the provincial and federal levels having gone through their exercise and revision.
						Citizens			<ul style="list-style-type: none"> Provide external audience materials in both official languages. Target: less than 5 language complaints annually. 	Yes	No	Yes	No complaints were received during this time period.
Governance	Engage residents in the decision making process			Public Engagement	Public Participation	Citizens	Opportunities for the public to engage in decision making at the neighborhood or municipal level.	Consultation/engagement	Public Engagement Plan to be developed.	Yes	Yes	Yes	Nine projects were activated on the platform between June 2022 and June 2023.

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Culture and Heritage (Levels of Service to Public) July 2022 - June 2023 Results

Recreation, Culture, and Events

Pillar	Department Goal	Department	Division	Service Name	Sub Service	Service Definition	Direct Customer	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	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	<ul style="list-style-type: none"> Access to museum collection Target: At least 20 new/different artifacts annually 	YES	Yes	5 exhibitions	Museum Collection showcased in temporary exhibitions: Addressograph, Joe Murray's Railway Memorabilia, Remembrance and Holiday Display, Artefacts accessioned in the 70s. Uploaded 30 records to Artifacts Canada.		
									<ul style="list-style-type: none"> Access to temporary exhibitions Target: Showcase 5 annually 	YES	Yes	100%	Inspiring Nature, Inspired Techno; Lobby case: Remembrance display, games and stores, BiodiverCity (Fundy Biosphere); World War Women; Earth in Focus; Refuge Canada.		
							Patrons of Resource Centre	Reg Ward Resource Centre	<ul style="list-style-type: none"> Access to resources by appointment Target: 95% of request accommodated 	YES	Yes	Yes	A total of 81 research requests were answered; Crandall Class visited in October; 15 groups visited the resource room.		
									<ul style="list-style-type: none"> Research requests completed within 10 business days Target: 90% of the time 	YES	Yes	Yes			
							Patrons of Resurgo Place	Transportation Discovery Centre	<ul style="list-style-type: none"> Visitor satisfaction Target: Less than 5 complaints annually 	YES	Yes	1 complaint	Operation back to normal.		
							Patrons of Thomas Williams House	Thomas Williams House	<ul style="list-style-type: none"> Access to the heritage house Target: 4 events annually 	YES	Yes	4 events	<ul style="list-style-type: none"> Tea Room (July-August) 2022 Holiday Tea Valentine's Tea Mom's Market 		
			Patrons of Treitz Haus	Treitz Haus	<ul style="list-style-type: none"> Access to permanent and temporary exhibitions Target: 1 new temporary exhibition annually 	YES	Yes	0	Operation back to normal.						
			Heritage and Culture	Heritage and Culture	Resurgo Place Programming and Education	Heritage and Culture	Resurgo Place	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	<ul style="list-style-type: none"> Offer onsite programs and activities Target: At least 12 annually 	YES	Yes	14	Moving Science Presentations; Discovery Labs (5 with different partners); Birthday Programming updated; School group June offering upgraded with a choice of learning stations; New Sept-April School group offering; Family Day Activity; March Break Events (Earth In Focus).
											<ul style="list-style-type: none"> Offer outreach programs and activities Target: At least 12 annually 	YES	Yes	Yes	Bore Park Presentations (All Summer); Riverfront Walk (guided tour August); Hosting and Participating in Moncton Heritage Week and the AHNB virtual conference; Classroom outreach; New Senior's home outreach; Presence at various regional Festivals and Events.
									Patrons of City Facilities	Displayed Art	<ul style="list-style-type: none"> Display 65% of City of Moncton Art Collection in City facilities Target: 95% of the time 	YES	Yes	Yes	

APPENDIX A (Cont'd)

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	Culture	Culture	Art Gallery Access and Collection Management	A public service provided to culture program participants offering engagement in activities cultural significance to Moncton.	Patrons of City Hall Art Gallery	Year round access to art	Present Art exhibitions at the City Hall Gallery Target: At least 5 per year	YES	No	2 exhibitions	Indigenous art from the City of Moncton's Art Collection (July-Sept); Journey Through Addiction Recovery (Sept-Nov); Cri Daigle (Jan-Feb); High School Seniors (Mar-May); Brian Francis (June- July)
		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	Year round access to visitor information by phone, email and in-person.	<ul style="list-style-type: none"> Access to visitor information booth (un-staffed) at Romeo LeBlanc International airport Target: Restocked on a weekly basis 95% of the time 	Partially	No	0%	Kiosk has been utilize during the IIHF tournament only.
									<ul style="list-style-type: none"> Access to face-to-face visitor information service at Resurgo Place Target: 6 days per week (with the exception of Statutory Holidays), except from Victoria Day to Labour Day 7 days per week 	YES	Yes	5 days	
									<ul style="list-style-type: none"> Access to face-to-face visitor information service at Treitz Haus Target: 7 days per week (June-August) 	YES	Yes	0 days	
									<ul style="list-style-type: none"> Respond to voice messages within 1 business day Target: 95% of the time 	YES	Yes	Yes	
									<ul style="list-style-type: none"> Respond to e-mail request within 1 business day Target: 95% of the time 	YES	Yes	Yes	

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Development - Building Inspection - (Levels of Service to Public) 2022-2023 Results														
Sustainable Growth and Development														
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	
Economy	Safeguard life, property, and public welfare by ensuring compliance with National Building Code, Building and Zoning By-laws in regard to the design, construction, and	Planning and Building Services	Building Inspection	Building and Plumbing Permitting and	<ul style="list-style-type: none"> • Plumbing Permits • Building Permits • Demolition Permits • Property Search 	Builder	To assist citizens, person and corporate, in preparing applications for building and plumbing	Permitting throughput time; time from application to	Residential					
									<ul style="list-style-type: none"> • Single Family Dwelling applications issued within 5 business days • Target: 85% of the time 	No	No	Yes	<ul style="list-style-type: none"> • Average turn around time was 8.79 days for Inspector Review; • 78% achieved target. 17 of 137 were over 11 days. In most cases additional information is required of the developer prior to permit processing being complete. • In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting. 	
									<ul style="list-style-type: none"> • Duplex Dwelling applications issued within 5 business days • Target: 85% of the time 	No	No	Yes	<ul style="list-style-type: none"> • Average turn around time was 7.77 days for Inspector Review; • 22% achieved target. 32 of 44 were over 5 days. In most cases additional information is required of the developer prior to permit processing being complete. • In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting. 	
									<ul style="list-style-type: none"> • Plumbing applications issued within 5 business days • Target: 85% of the time 	Yes	Yes	N/A	<ul style="list-style-type: none"> • Average turn around time was 1 day for Inspector Review; 451 permit applications received. • Percentage of compliance: 98.23%. Only 8 permits exceeded the 6 day review period. 	
									<ul style="list-style-type: none"> • Fence applications issued within 5 business days • Target: 85% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> • Deck/Fence(s): 4.23 days • Pools: 4.25 days 	
									<ul style="list-style-type: none"> • Accessory Buildings applications issued within 5 business days • Target: 85% of the time 	No	No	Yes	<ul style="list-style-type: none"> • Accessory Bldg. - 5.6 days (60% met target)/Deck - 4.23 days 82% met target however, waiting on Engineering documents for more complex construction ore revised plans from applicant. 88 Permits were issued, including 10 accessory buildings and 78 decks. Recent legislation changes have excluded many accessory buildings from the building permit process. • Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 	
									<ul style="list-style-type: none"> • Property Search completed within 5 business days • Target: 85% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> • Average turn around time was 2.76 days • 89.6% achieved targets - 135 applications received 	

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	alteration of buildings and structures for the City of Moncton			Inspection	<ul style="list-style-type: none"> Electrical Waiver 	Electrician	permits that contain all required information.	issuance	<ul style="list-style-type: none"> Electrical Waiver Search completed within 2 business days Target: 85% of the time 	N/A	N/A	Yes	The City of Moncton no longer processes Electrical Waivers
									Commercial				
						Build er			<ul style="list-style-type: none"> Multi- Unit Residential Apartment / Condo applications issued within 10 business days Target = 85% of the time 	No	No	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. Average turn around time was 55 days Inspector Review; of the 21 projects received. In most cases additional information is required of the developer prior to permit processing being complete. Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements. Further, additional; information is often required of the developer prior to permit processing being complete. All Multiple Units require the approval of the Planning Advisory Committee. In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.
									<ul style="list-style-type: none"> School/Day-Care/Special Care applications issued within 10 business days Target = 85% of the time 	No	No	No	<ul style="list-style-type: none"> Average turn around time was 33 days Inspector Review. Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements. Further, additional; information is often required of the developer prior to permit processing being complete.
									<ul style="list-style-type: none"> Office applications issued within 10 business days Target = 85% of the time 	N/A	No	No	No applications identified.
									<ul style="list-style-type: none"> Recreation applications issues within 10 business days Target = 85% of the time 	Yes	No	No	Average turn around time was 1 day for Inspector Review. There was one application filed.
Economy	Safeguard life, property, and public welfare by ensuring compliance with National Building Code, Building and Zoning By-laws in regard to the design, construction, and	Planning and Building Services	Building Inspection	Building and Plumbing Permitting and	<ul style="list-style-type: none"> Plumbing Permits Building Permits Demolition Permits Property Search 	Build er	To assist citizens, person and corporate, in preparing applications for building and plumbing	Permitting throughput time; time from application to	<ul style="list-style-type: none"> Retail applications issued within 10 business days Target = 85% of the time 	No	No	No	<ul style="list-style-type: none"> Average turn around time was 72 days within the department Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.
									<ul style="list-style-type: none"> Restaurant applications issued within 10 business days Target = 85% of the time 	No	No	Yes	<ul style="list-style-type: none"> Average turn around 12.2 days Inspector Review. Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.

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	alteration of buildings and structures for the City of Moncton			Inspection	• Electrical Waiver		permits that contain all required information.	issuance	<ul style="list-style-type: none"> Warehouse applications issued within 10 business days Target =85% of the time 	No	No	No	<ul style="list-style-type: none"> Average turn around was 44 days Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.
									<ul style="list-style-type: none"> Manufacturing applications issued within 10 business days Target = 85% of the time 	N/A	No	Yes	No applications identified.
Economy	Safeguard life, property, and public welfare by ensuring compliance with National Building Code, Building and Zoning By-laws in regard to the design, construction, and alteration of buildings and structures for the City of Moncton	Planning and Building Services	Building Inspection	Building and Plumbing Permitting and Inspection	Townhouse/Rowhouse developments	Builder	To assist citizens, person and corporate, in preparing applications for building and plumbing permits that contain all required information.	Permitting throughput time; time from application to issuance	<ul style="list-style-type: none"> townhouse/rowhouse applications issued within 10 business days Target = 85% of the time 	No	Yes	N/A	<ul style="list-style-type: none"> Average turn around was 9.55 days. 9 of 16 applications fell outside the 10 business day target Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.

APPENDIX A (Cont'd)

Economic Development (Levels of Service to Public) July 2022 - June 2023 Results												
Sustainable Growth and Development												
Department Goal	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 / Comment	
Ensure the City of Moncton is a prosperous community via a diversified economy and a strategy to attract international newcomers /immigrants	Economic Development	Business / Investment Attraction	Information broker / customer service	Businesses and Investors	A public service provided to prospective businesses, promoting and raising the awareness / visibility and credibility of Moncton.	In-mission to Moncton and business relocation or opening in Moncton.	<ul style="list-style-type: none"> Acknowledge client inquiry within 48 hours Target: 95% of the time 	Yes	Yes	Yes		
							<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 	Yes	Yes	Yes		
			Site selection	Businesses and Investors	A service to businesses / investors highlighting real estate, land holdings, property and / or lease opportunities.	Client secures, rents, leases, purchases suggested site, land, building, tenancy, space.	<ul style="list-style-type: none"> Acknowledge client inquiry within 48 hours Target: 95% of the time 	Yes	Yes	Yes		
							<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 	Yes	Yes	Yes		
			Downtown One Stop Shop	Downtown information broker	Downtown Businesses	A public service provided to prospective businesses, promoting and raising the awareness of downtown Moncton as a choice location for investment.	Provided information meets client's needs.	<ul style="list-style-type: none"> Acknowledge client inquiry within 48 hours Target: 95% of the time 	Yes	Yes	Yes	
								<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 	Yes	Yes	Yes	
			Administer Downtown and Heritage Financial Incentive Program	Downtown Businesses	A financial incentive program designed to bring forward more investment in the downtown.	Eligible applications received and approved by Council.	<ul style="list-style-type: none"> Once all required information received, final decision on application completed within 45 days Target: 95% of the time 	Yes	Yes	Yes	1 project approved by Council in 2022-23 period.	
		Business Retention and Expansion (BRE) Support	Concierge/customer service	Existing Businesses	A service targeted at existing Moncton businesses. We provide customer service to address identified issues, to connect businesses with resources to retain/maintain or expand their business in Moncton.	Service touch point	<ul style="list-style-type: none"> Acknowledge client inquiry within 48 hours Target: 95% of the time 	Yes	Yes	Yes		
	<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 						Yes	Yes	Yes			
		Immigration	Immigration	Connect immigrants to job opportunities; connect employers to workforce / talent	Immigrants and Business Owners	A service connecting immigrants to available jobs in the community and a service to enable employers to access talent	Immigrants secure employment.	<ul style="list-style-type: none"> Regular job fairs scheduled throughout the year - every 90 days 90% of the time 	Yes	Yes	Yes	6 newcomer and international student job fairs delivered during the period. 50 hires in 2022 and 86 in 2023 for the July 2022-June 2023 period.
				People attraction - promote Moncton as a destination of choice for international newcomers / immigrants.	Potential Immigrants	A public service provided to non-residents, offering them access to information to better understand the unique value proposition and unique quality of life in Moncton in order to attract them to the City.	Potential immigrants either visit Moncton for an exploratory visit or they make a final decision to move or relocate to Moncton.	<ul style="list-style-type: none"> Acknowledge client inquiry within 48 hours Target: 95% of the time 	Yes	Yes	Yes	
							<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 	Yes	Yes	Yes		

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Municipal Emergency Measures Organization (MEMO) (Levels of Service to the Public) July 2022 - June 2023 Results

Community Safety

Pillar	Department Goal	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 / Comment
Social	Ensure the Corporation is prepared for any Emergency by executing and testing our Emergency Management Plans, and ensuring our citizens are properly informed	MEMO	N/A	Municipal Emergency Measures Organization	Emergency / Disaster Recovery Planning	Community	An internal service provided to the Corporation offering emergency and / or disaster recovery planning, coordination, temporary shelter, and monitoring.	Increase safety in crisis or disaster situations	• Tri-Community All Hazard Plan reviewed annually	Yes	Yes	Yes	Review completed with Dieppe and Riverview
									• Hazard specific Plans reviewed every two years	Yes	Yes	Yes	Pandemic Plan and Water Treatment Emergency Plan
				Municipal Emergency Measures Organization	Emergency Management Plan Testing	Community	An internal service provided to the Corporation offering emergency and / or disaster recovery planning, coordination, temporary shelter, and monitoring.	Increase safety in crisis or disaster situations	• Participate in annual Provincial Emergency Exercise	No	No	No	Cancelled-Pandemic
									• Carry out table top exercise annually	No	No	No	Many real activation
Municipal Emergency Measures Organization	Emergency Management Plan Response Monitoring	Community	An internal service provided to the Corporation offering emergency and / or disaster recovery planning, coordination, temporary shelter, and monitoring.	Increase safety in crisis or disaster situations	<ul style="list-style-type: none"> • Emergency Command Centre (ECC) operational during emergencies when requested by the City's Director of Emergency Measures • Target: ECC operational within an 1 hour of notice of activation 	Yes	Yes	-	Level II Activation for Homeless Shelter (December - January 2023) -Level I activation for Afghanistan Resettlement (Fall, 2023) - Level I Activation for PTS Fiona (September 2023)				

APPENDIX A (Cont'd)

Fire (Levels of Service to the Public) July 2022 - June 2023 Results													
Community Safety													
Pillar	Department Goal	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 / 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	Yes	No	No	Pandemic
		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	Yes	No	No	Pandemic
		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 • Target: 95% of the time	Yes	No	No	Pandemic
		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 • Target: 100% of the time	-	-	-	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 • Target: 100% of the time	-	-			-	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	• Turn Out Time of 80 seconds or less • Target: 90% of the time	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. • Purchasing a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
									• Travel time of 240 seconds (4 mins) or less • Target: 90% of the time	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. • Purchasing a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
		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)	• Turn Out Time of 80 seconds or less • Target: 90% of the time	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. • Purchasing a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
									• Travel time of 240 seconds (4 mins) or less • Target: 90% of the time	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. • Purchasing a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
		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	• Turn Out Time of 80 seconds or less • Target: 90% of the time	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. • Purchasing a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
									• Travel time of 240 seconds (4 mins) or less • Target: 90% of the time	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. • Purchasing a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
		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	• Turn Out Time of 80 seconds or less • Target: 90% of the time	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. • Purchasing a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.
									• Travel time of 240 seconds (4 mins) or less • Target: 90% of the time	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. • Purchasing a new software, implementing a new policy and buying new hardware in order to have accurate data moving forward.

APPENDIX A (Cont'd)

Magnetic Hill Zoo and Park (Levels of Service to Public) July 2022 - June 2023 Results

Leisure and Culture Program

Pillar	Department Goal	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 / Comment
Economy	To build a sustainable and financial plan that responsibly balances the necessities of staff, animal and visitors	Magnetic Hill Zoo and Park	Magnetic Hill Zoo	Magnetic Hill Zoo	Admissions, Guest Service, Retail, Activities	Zoo patrons	A public service to ensure all customer service needs and services are met during their visit.	Customer Service	<ul style="list-style-type: none"> Provide excellent customer service Target: 90% of patrons surveyed are either "completely" or "mostly" satisfied with the service received (July and August) 	96.44	99%	95%	96.4% of visitors surveyed were satisfied with their visit. The visitors were most satisfied with their animal experience, the customer service and the price. Comments for improvement were size of animal enclosures, lemur and jaguar enclosure, tiger glass, washroom maintenance and vending machines empty or out of order. Boo at the Zoo 2022 received a 100% satisfaction and Wild Lights a 98%.
Environment	To remain Atlantic Canada leading zoo that educates and inspires conservation action	Magnetic Hill Zoo and Park	Magnetic Hill Zoo	Magnetic Hill Zoo	Education Programs	School children	A public service provided, in both official languages, to inspire participants with an educational activity that encourages an appreciation of animals and inspires conservation action.	Educational Services	<ul style="list-style-type: none"> Provide educational and fun school visits for ages 5-16 Target: 90% of children surveyed are either "completely" or "mostly" satisfied with their group visit experience. 	NA	-	100%	Staffing was not suitable to offer these programs in 2022 or spring 2023.
						Experience programs		<ul style="list-style-type: none"> Provide educational and fun behind the scene or exclusive experience programming Target: 90% of participants surveyed are either "completely" or "mostly" satisfied with their experience 	100%	100%	92%	Excellent feedback from patrons but only a small portion of programs were offered due to staffing challenges.	
						Summer camp patrons		<ul style="list-style-type: none"> Provide educational and fun summer camps for ages 5-16 Target: 90% of parents surveyed are either "completely" or "mostly" satisfied with their children camp experience 	92.8	98%	0%	Feedback from parents of campers revealed that they were satisfied with their camp experience appreciating their camp leaders and the opportunities at zoo. The slight drop in LOS may be contributed to the reduction of programs offered and the staffing issues where there was less quality control due to senior staff not present.	
					Zoo Standards	Animals / Patrons / Employees	A public service to enrich the lives of our animals and to provide visitor experiences that inspires a connection to and action for nature.	Healthy animals / inspired patrons and employees	<ul style="list-style-type: none"> Meet Province of NB and Canada's Accredited Zoos and Aquariums (CAZA) standards Target: *100% of the time 		-	-	<ul style="list-style-type: none"> Self-audited annually; items that need to be addresses relate to delays in Capital projects and Africa development. Work instructions for evaluating animal welfare and contingency during environmental disasters are being improved internally. Solutions are being worked on for single specimens.
Economy	To build a sustainable and financial plan that responsibly balances the management of the park and the safety of our guest and partner	Magnetic Hill Zoo and Park	Magnetic Hill Park	Magnetic Hill Park	Admissions, Guest Service	Patrons	A public service to ensure customer needs and services are positive.	Customer Service	<ul style="list-style-type: none"> Provide excellent customer service Target: 90% of patrons surveyed are either "completely" or "mostly" satisfied with the service received 	92.16	-	-	Good positive feedback received, staffing and student supervision could help improve LOS. 79.5% of visitors are coming from outside of the Atlantic provinces with 7% outside of Canada 2022 season.
					Partners of Magnetic Hill Park	Tenant	A public service provided for the efficient management ensure tenants conformity to contract agreement and City of Moncton policies and directives. Provides services necessary for visitor safe access to sites	Satisfied tenants	Magic Mountain: <ul style="list-style-type: none"> Address known issues, within contract, with tenant within 5 business days Target: 90% of the time 	Yes	Yes	Yes	Feedback and collaboration with Magic and Wharf management continues to be excellent. Pond maintenance was completed and Traffic Circulation is still pending. Joint marketing again successful.
				Tenant		Wharf Village: <ul style="list-style-type: none"> Address known issues, within contract, with tenant within 5 business days Target: 90% of the time 		Yes	Yes	Yes			

APPENDIX A (Cont'd)

Moncton Industrial Development (Third Party Level of Service to Public) July 2022 - June 2023 Results																	
Sustainable Growth and Development																	
Pillar	Department Goal	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 / Comment				
Economy	Ensure the City of Moncton has a fully diversified economy that is supported by development and investment in our industrial parks	Moncton Industrial Development Limited (MID)	N/A	MID	An Act to Incorporate the Moncton Industrial Development Limited (1959)	Future Businesses	MID's primary functions are to acquire by purchase or otherwise lands in the City of Moncton, New Brunswick, with a view to the development of the same as sites for the establishment of industries thereon and to sell, lease or otherwise deal in or with the same; to provide services such as power, water, sewerage, roads and other amenities used or useful in connection with such lands or in connection with the operations of the Company or those of the occupiers of such lands; to acquire by purchase, lease, exchange, concession or otherwise, any description of real estate and real property or any interest and rights therein, legal or equitable or otherwise howsoever; to take, build upon, hold, own, maintain, work, develop, sell, lease, mortgage, exchange, improve or otherwise deal with in any manner and dispose of such lots, lands, sites, real estate and real property or any interest therein, to deal with any portion of the lands and property so acquired, subdividing the same into building lots, and generally laying out the same into lots, street and building sites for industrial purposes; and, to do all such acts, matters or things as may be deemed desirable to encourage the promotion, expansion and diversification of industrial activity within the City of Moncton.	Industrial land development	<ul style="list-style-type: none"> To provide an adequate level of serviced land inventory to meet current and future market demands ensuring we have an appropriate level of inventory - approx. Target: 5-7 years worth of a minimum of 190 acres (75 hectares) of serviced land inventory 	Yes	Yes	Yes	Above average sales continue to put pressure on MID to maintain current inventory of serviced lands. The construction of Harrisville Logistics Park adds an additional 120 plus acres to our inventory in 2023 and the development of MIP West in late fall 2023/spring 2024 will add another 230+ acres of saleable lands in the coming year. A small and final expansion of Caledonia in fall 2023 will create another 40+ acres for industrial development				
									<ul style="list-style-type: none"> To continually assess current and future land development opportunities within the City limits Target: Review available land on a quarterly basis 	Yes	Yes	Yes		Anticipate completing development of the Harrisville Logistics Park in summer 2023. Relevant studies for MIP West phase 2 completed and will be brought forward for consideration fall 2023. A future industrial park development was completed with 6 potential sites identified for future development.			
											City of Moncton	Industrial land sales and grant revenues	<ul style="list-style-type: none"> To generate an average tax base growth of \$23Million per year within the parks (based on a 5-YR rolling average) 	100%	100%	100%	5-Year Rolling AVG = \$34.88 Million
													<ul style="list-style-type: none"> To generate an average of 38 acres of land sales per year (based on a 5-YR rolling average) 	100%	100%	100%	5-Year Rolling AVG = 69.26 acres
													<ul style="list-style-type: none"> To generate incremental tax revenues of \$1.1Million per year (based on a 5-YR rolling average) 	100%	100%	100%	5-Year Rolling AVG = \$1.344 Million
													<ul style="list-style-type: none"> To generate total revenues (land sales and incremental tax grant combined) of \$2.2Million per year (based on a 5-YR rolling average) 	100%	100%	100%	5-Year Rolling AVG = \$4.33 Million

APPENDIX A (Cont'd)

Southeast Regional Service Commission Mosquito Control (Third Party Level of Service to Public) 2023 Results													
Community Health													
Pillar	Department Goal	Commission	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2023	Target Achieved 2022	Target Achieved 2021	Results / Comment
Environment	Mitigate the potential spread of arbor-viruses as well as ensure that residents of the Tri-Community (Riverview, Moncton, Dieppe) experience reduced nuisance levels from mosquitoes and other (aquatic- larvae) biting flies.	Southeast Regional Service Commission	Mosquito Control Division	Mosquito Control	Monitor larvae densities on a 10 to 14 day rotation within the Tri-Community	Citizens and Tourists	A Tri-Community service provided to residents offering a mosquito control program to reduce the local mosquito populations (from late-April to early-September).	Number of larvae (per 250 ml sample)	<ul style="list-style-type: none"> Monitor public land sites (approx. 190 sites) every 14 days Target = 100% of the time 	100%	100%	100%	Aimed to maintain a 7-10 day treatment window, rather than 14 days (current literature suggest 7-10 window is representative of larval life-cycle) but there were some challenges in doing so, specifically during periods wherein equipment failures halted/reduced operations. However, the MCD was able to maintain target treatment in the standard 14 day window. Following some significant equipment changes in the 2023 off-season, the MCD will again look to transition to and maintain the 7-10 day window for the 2024 season.
					Apply biological insecticide (Bti)			<ul style="list-style-type: none"> Apply biological insecticide when potential active breeding sites are identified or when larvae are present within a water sample. Target = 100% of the time 	100%	100%	100%	Larvicide was applied to all sites where larvae were present and, during wet periods, to sites where potential breeding sites were identified. Two treatment approaches were used by the MCD to achieve this: 'HIT's' (High-intensity-treatment) and 'Dip N Sprays'. Given that it was a particularly wet season (31.6% increase in total precipitation relative to 2022) and that Vectobac is effective in standing water for ≈ 7 days, HIT's were often the preferred method as they ensured the highest level of site-coverage. During HIT treatment, larvicide was applied to all standing water in which larvae were present (reactive), as well as to all standing water that was deemed to be unlikely to dissipate in the immediate future (preventative). Dip N Spray was preferred during dry periods, wherein the scale of standing water was significantly reduced and only water where larvae were actively present were treated.	
					Monitor larval densities post biological insecticide application			<ul style="list-style-type: none"> Monitor results within 48 hours of application Target = 100% of the time 	100%	100%	100%	Areas where larvicide was applied were monitored 24-48 hours after application. Results were consistent with established MCD post-count data (> 90% efficacy). Adult count data further supported results (see below). In the event that any larvae were identified during post-counts, target area was re-treated.	
					Adult mosquito trapping			<ul style="list-style-type: none"> Monitor results weekly, identify the flying adults Target: Maintain adult-count trends from prior season(s), taking into account seasonal temperatures and precipitation. 	Yes	Yes	Yes	<p>9-12 traps set and counted (24-hour post-count) on a weekly rotation (vs. 8 last season) throughout the tri-community region. Across the 8 traps consistent with last season, average seasonal adult counts showed a 2.49% increase vs. 2022 adult counts (154 vs. 151). Current climate-mosquito models suggest that precipitation, relative humidity, and temperature (in that order) play the most statistically significant roles in shifting mosquito populations. Both precipitation and humidity show positive correlations (higher values correlate with higher counts); with temperature showing a negative correlation (lower temperatures, within the threshold of ≈ 35°C - ≈ 15°C, produce higher counts). As such, this marginal average adult-count increase for the 2023 season is expected given that average seasonal temperatures for 2022 vs 2023 showed a 4.8% drop; while total seasonal precipitation and average seasonal relative humidity both increased by 31.6% and 5.1% respectively.</p> <p>*Note: While the trend of positive/negative correlation to climate variables is consistent (case-study regression analysis consistent with a p-value < 0.05); the degree of positive/negative correlation is species-dependent (ie. In case study of 'number of mosquitoes sampled relative to precipitation', r-values can range from 0.9831 in Culex species to 0.9466 Aedes species (an r-value > 9 = very-strong correlation).*</p> <p>While limited to visual identification (require genetic testing for 100% positive identification), the MCD was able to positively identify 4 unique species of mosquitoes within the tri-community: Aedes triseriatus (La Crosse virus, West Nile virus); Coquillettidia perturbans (West Nile virus, Eastern equine encephalomyelitis virus); Culex nigripalpus (West Nile virus), and Anopheles punctipennis (Malaria). Other specimens belonging to the Culex and Aedes genus were positively identified, but specific species identification could not be determined (specimen damage and/or time-constraints). Specimen identification was not part of the 2022 operations and was only a sub-component of the 2023 season but will look to become a more central focus in 2024 and moving forward.</p>	

APPENDIX A (Cont'd)

					Educate general population			Educated population	• Community visit, Web site	In-Progress	Partially	Partially	<p>Community outreach took a back-seat during the first half of the 2023 season (January - September), as both program management and field-staff underwent significant changes new to 2023. Community education will become a primary focus for the program Supervisor beginning in the 2023 off-season (September - April, 2024). New to the 2024 season, the MCD is looking to make a significant shift to the use of Drones for primary treatment (parks, small sites, trails, and retention ponds, will still be monitored and treated 'by-hand'), this transition will require a large-scale education/outreach campaign and will also further focus on educating the public on Bti and its respective mode-of-action/properties. The SERSC has already committed a portion of the programs budget to ensure that this educational campaign is both professional and thorough. In the event that the MCD does not make this transition (and continues to primarily operate via Argos), the MCD will still continue to develop a public educational campaign focusing on Bti and daily MCD operations.</p> <p>*Note: Still awaiting approval from the Department of Environment regarding the use of Drones*</p>
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APPENDIX A (Cont'd)

Parks (Levels of Service to Public) July 2022-June 2023 Results																			
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 contribute 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 Tourists		Horticultural Maintenance - Floral Displays	<ul style="list-style-type: none"> Removal of annuals prior to snow fall Target: 95% of the time 	Yes	Yes	100%	
														Horticultural Maintenance - Floral Displays	<ul style="list-style-type: none"> Floral displays planted after final frost Target: 95% of the time 	Yes	Yes	No	
														Horticultural Maintenance - Removal of Flower Pots	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

APPENDIX A (Cont'd)

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	Grounds and Playground Users	A public service provided to adjacent property owners and residents offering access to the amenities and functions of trees.	Grounds & Playground Maintenance - Waste collection	• Class A Parks, Fields and Municipal Facilities: Waste collection shall be twice weekly during the summer season or more as required • Target: 95% of the time	Yes	Yes	Yes	
					•Trails	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	
					• Horticultural	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	
					• Turf	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 performed 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	
					• Equipment	Grounds and Playground Users		Grounds & Playground Maintenance - Play equipment	• Monthly – A detailed visual inspection will be performed monthly on all moving parts and recorded • Target: 95% of the time	Yes	Yes	Yes	
					• Collection	Grounds and Playground Users		Grounds & Playground Maintenance - Play equipment	• Weekly – A general visual inspection will be performed to identify obvious defects or emerging problems • Target: 95% of the time	Yes	Yes	Yes	Inspection by mowing crews
					• Boulevards	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

APPENDIX A (Cont'd)

To contribute 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 • Turf • Equipment • Collection • Boulevards • Grounds • Corridors Athletic Fields Playground Garbage Facility Environmental	Parks and Open Space Users Parks and Open Space Users Parks and Open Space Users Parks and Open Space Users Parks and Open Space Users Parks and Open Space Users Rinks Users Ski Users Citizens and Homeowners Homeowners	A public service provided to adjacent property owners and residents offering access to the amenities and functions of trees. A public service provided to park / open space users offering access to parks and open space for recreation and leisure pursuits.	Winter Operations - Snow removal • All level 1 areas are to be cleared within a 24 hour period • Target: 90% of the time	Yes	No	Yes	
							Winter Operations - Snow removal • All level 2 priorities will be cleared within 48 hours • Target: 90% of the time	Yes	Yes	Yes	
							Winter Operations - Snow removal • All level 3 priorities will be cleared within 72 hours • Target: 90% of the time	Yes	Yes	Yes	
							Winter Operations - Sanding and Salting • 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	
							Winter Operations - Sanding and Salting • Following snow event: All 2 priority areas will be sanded/salted within 48 hours • Target: 95% of the time	Yes	Yes	Yes	
							Winter Operations - Sanding and Salting • Following snow event: All level 3 priority areas will be sanded/salted within 72 hours • Target: 95% of the time	Yes	Yes	Yes	
							Winter Operations - Outdoor Rinks • Refrigerated Ice surface in operation 100 days per season • Target: 90% of the time • Natural Ice Surface in operation 50 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.
							Ski Trail Operations • 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.
							Call response • 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)
							Planting • 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.
							Street clearance • 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".
							Sidewalk clearance • 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.
							Stump removal • Stump removed within 30 days of tree removal • Target: 90% of the time	No	No	No	• 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

APPENDIX A (Cont'd)

Planning and Development (Levels of Service to the Public) 2021-2022 Results													
Sustainable Growth & Development													
Pillar	Department Goal	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 / Comment
Culture	Implement Heritage Conservation Strategic Plan	Planning and Building Services	Heritage Conservation	Heritage Conservation	Heritage Permit Applications	Homeowner	To administer the City's Heritage Conservation By-law and process Heritage Permit applications and conduct inspections.	Heritage Permit Applications Turnaround Time	<ul style="list-style-type: none"> Heritage Permit Applications processed within 4 to 6 weeks Target: 80% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 100% (32 out of 32) of applications were processed in accordance with desired Service Levels.
					Heritage Grant Administration	Applicant	To administer the City's Heritage Grant Policy and process Heritage Grant applications.	Grant Applications Turnaround Time	<ul style="list-style-type: none"> Grant Applications processed within 4 to 6 weeks Target: 80% of the time 	Yes	Yes	Yes	87.5% (13 out of 14) of applications were processed in accordance with desired Service Levels. The average processing time for applications was 2-3 weeks. Variations in processing times are largely due to when an application is filed relative to the next Heritage Committee Board meeting, which occur monthly.
Economy	Guiding the city's growth and development in a sustainable matter that takes into consideration the city's environmental, social, cultural and economic goals and objectives.		Land Use Planning	Municipal Plan	Municipal Plan Development	Community	Prepare and administer the City's Municipal Plan, Secondary Municipal Plans, Zoning By-law, Subdivision By-law, Controlled Access By-law	Land Use Plans and Regulations Reviewed and Established	Municipal Plan is reviewed and updated every 10 years.	Yes	Yes	Yes	The last Municipal Plan review was completed in 2014 and it is expected that the next review will commence in 2024. The RFP for this document is currently being drafted.
				Zoning By-Law	Ensuring Zoning By-law Compliance	Community	To Ensure that Properties and Land use is in accordance with Zoning By-laws.	Process Service Requests for Zoning By-law Complaints and Violations.	<ul style="list-style-type: none"> Process Service Request Violations within 4 to 6 weeks and achieve approved compliance plan Target: 80% of the time 	No	No	No	<ul style="list-style-type: none"> Received over 40 Zoning Violation Service Requests between July 1, 2022 and June 30, 2023. Of those, less than 10% achieved compliance within the 4-6 week turnaround time. More than 30 service requests are still open as we are still undertaking steps with the property owners to achieve compliance. In September 2023 a Compliance Officer will begin their role to assist with this work load.
				Zoning Certificates	Issuing Zoning Certificates	Applicant	Process Zoning Compliance and Zoning Confirmation letters required for legal / real estate transactions confirming details on property, including whether or not they are in compliance with City of Moncton by-laws.	Zoning Certificates Turnaround Time.	<ul style="list-style-type: none"> Zoning Certificates Applications processed within 2 business days Target: 80% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 91% (189 out of 208) Zoning Certificates were processed in accordance with approved Service Levels. The average processing time is .58 days. In some instances, Zoning Certificates did not meet expected Service Levels due to public holidays and/or additional background work and research involved with providing Zoning Confirmation.
						Applicant			Zoning Agreement Inspected for Compliance	<ul style="list-style-type: none"> Conditional Zoning Agreements inspected for compliance within 12 months of development permit approval Target: 90% of the time 	Yes	Yes	Yes

APPENDIX A (Cont'd)

			Development Approval	Rezoning	Rezoning Application Administration	Applicant	Process Municipal Plan and Zoning By-law amendments (Rezoning applications).	Application-to-Approval Turnaround Time	<ul style="list-style-type: none"> Rezoning Applications processed within 6 months Target: 80% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. All applications were processed (approved at Public Hearing) within the 6 month window Infor system reporting improvements are being explored to better reflect the rezoning process (i.e. application type, timelines, milestones). Transition from Conditional Zoning Agreements to resolution of Council (where possible) has assisted in streamlining this process. 				
Economy	Guiding the city's growth and development in a sustainable matter that takes into consideration the city's environmental, social, cultural and economic goals and objectives.	Planning and Building Services	Development Approval	Subdivisions	Subdivision Application Approval	Applicant	an Approval	Type 1 Tentative Subdivision Application Approval Turnaround Time.	<ul style="list-style-type: none"> Type 1 Tentative Subdivision Applications processed within 2 weeks Target: 80% of the time 	No	No	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 64% (40 of 65) Type 1 Subdivision Applications were processed in accordance with approved Service Levels. The average number of days to process Tentative Subdivision Approval was 15 days). Type 1 Subdivisions require Council approval, which can extend beyond the 10 work day turnaround. Staff vacation also affects turnaround timelines for a handful of Type 1 Subdivision applications 				
						Applicant		Type 2 Tentative Subdivision Application Approval Turnaround Time.	<ul style="list-style-type: none"> Type 2 Tentative Subdivision Applications processed within 6 weeks Target: 80% of the time 	No	No	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. No Type 2 Subdivision applications were processed in accordance with approved Service Levels. Applications are generally completed within the desired timeframe, however, required updates to inter-department development reviews and revisions are required in the city's information tracking system to accurately reflect application timelines. 				
						Applicant		Development Approval Inspected for Compliance	<ul style="list-style-type: none"> Planning Advisory Committee (PAC) applications inspected for compliance within 12 months of development permit approval. Target: 90% of the time 	Yes	Yes	Yes	100% of all PAC applications were monitored for compliance. Many files can take multiple years to achieve full compliance (i.e. apartment buildings, multiple buildings etc.) and are reviewed monthly to see what progress has been made.				
						Applicant				Application-to-Approval Turnaround time	<ul style="list-style-type: none"> PAC Application-to-Approval processed within 4 to 6 weeks Target: 80% of the time 	Yes	No	Yes	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. Planning Advisory Committee (PAC) Applications were processed in accordance with approved service levels. The average application is processed in 5.7 days. A further review is proposed to accurately reflect the time taken from initial site plan review to the decision of PAC. 		
						Applicant		Development Permit	Development Permit Administration	Applicant	Development Permit Approval	Development Approval Turnaround Time.	<ul style="list-style-type: none"> Development Permit issued within 2 business days Target: 90% of the time 	No	Yes	Yes	There were 81 of 111 development permit applications of which the zoning approval issued within expected service level as part of building permit turn-around times. The number of development permits (i.e. accessory buildings) issued has been reduced due to changes in provincial legislation. The average turnaround time was 5.06 days

APPENDIX A (Cont'd)

Public Transit (Public Levels of Service to Public) July 2022 - June 2023 Results													
Sustainable Growth and Development													
Pillar	Department Goal	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 / Comment
Social	Codiac Transpo is committed to providing a safe, reliable and professional transit service to everyone in the tri-community	Codia Transpo	N/A	Fixed Route Transit Service	Transit schedule - Tri-Community	Transit passengers	To support ridership growth goal and provide better customer service.	Customer service	<ul style="list-style-type: none"> Arrive at destination within 3 minutes of scheduled arrival time Target: 85% of the time 	Yes	Yes (87)	Yes (88%)	• Target Achieved. Measured 32,677 trips to determine average. 95.4% within 3 minutes of schedule time.
					Customer Ridership - Tri-Community	Transit passengers	To support ridership growth goal	New transit passengers	<ul style="list-style-type: none"> Increase ridership by 2% annually 	Yes	No	No (51%)	• Target Achieved. Cash fares increased 53% compared to same reporting period prior year.
					Bus Pass Sales - Tri-Community	Transit passengers	To support ridership growth goal, encourage migration from cash payments to acquiring multi-ride passes.	Revenue	<ul style="list-style-type: none"> Increase bus pass purchases by 2% annually (through 19 retail outlets and mobile app) 	Yes	No	No (21%)	* Target Achieved. Bus Pass sales increased 67% compared to same reporting period prior year.
					Customer Inquiries - Tri-Community	Transit passengers / Citizens	Respond to citizen inquiries	Customer service	<ul style="list-style-type: none"> Respond to citizen inquiries within 36 hours of receipt Target: 90% of the time 	Yes	Yes	Yes (94%)	Target achieved. 511 follow up requests, 94.7% completed in 3 days or less.

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Public Works (Levels of Service to Public) July 2022-June 2023 Results

Operations

Pillars	Goals	Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	Results / Comment
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Public Works	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Roadways	Vehicle Operators	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Snow Removal	Class I- Freeway (e.g. Wheeler Blvd.) • Plowing commences at 2cm accumulation; • One complete pass of road to be completed within 2-3 hours of snow event starting; • Final plowing to be completed within 2-3 hours after the cessation snow event; • Upon plowing being completed, after the snow event, road surface will be mostly bare and dry or wet	Yes	Yes	Yes	Contractor responded to 30 events, averaging 6h18m in duration.
									Class II- Arterials (e.g. Mountain Rd.) • Plowing commences after 2cm accumulation; • One complete pass of road to be completed within 6-8 hours of snow event starting; • Final plowing to be completed within 6-8 hours after the cessation snow event; • Upon plowing being completed, after the snow event, road surface will be mostly bare and dry or wet	Yes	Yes	Yes	Plowing activities along arterials began within 2 hours and continued until complete.
									Class III- Collectors (e.g. Evergreen Dr.) • Plowing commences after 2-8cm accumulation; • One complete pass of road to be completed within 8 hours of snow event starting; • Final plowing to be completed within 8 hours after the cessation snow event; • Upon plowing being completed after the snow event road will be partially covered with two wheels of a vehicle on a bare surface and other wheels likely on snow pack, loose snow or ice	Yes	Yes	Yes	First pass of snow clearing activities complete within 6 hours of event start and continued through event until complete.
									Class IV- Local Streets (e.g. Douglas Ave.) • Plowing commences after 8cm accumulation; • One complete pass of road to be completed within 8 hours of starting; • Final plowing to be completed within 8 hours after the cessation snow event; • Upon plowing being completed after the snow event road is safe and passable	Yes	Yes	Yes	Contractors activated 24 times during the season.

APPENDIX A (Cont'd)

Public Works (Levels of Service to Public) July 2022-June 2023 Results

Operations													
Pillars	Goals	Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	Results / Comment
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Public Works	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Roadways	Vehicle Operators	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services	Salting and Sanding	Class I- Freeway (e.g. Wheeler Blvd.) & Class II- Arterials (e.g. Mountain Rd.) <ul style="list-style-type: none"> Salting and/or sanding shall commence when snow or ice starts to accumulate on the traveled portion of the roadway, causing slippery driving conditions. Method shall be used to maintain roads to a bare pavement condition, until such actions become ineffective due to temperature, severity of the storm, or other conditions. One complete pass of road salting / sanding should be completed within 2-3 hours of starting salting / sanding operations. Direct Liquid Application (DLA) to be applied when temperatures -7C and rising prior to winter storm event. 	Yes	Yes	Yes	First pass of Class I & II Roadways completed within 2 hours. Subsequent passes may be required depending on weather conditions and rate of salt application. Subsequent passes may be required depending on weather conditions and rate of salt application. *Based on weather events requiring only salt/sand, independent of plowing activities.
									Class III- Collectors (e.g. Evergreen Dr.) <ul style="list-style-type: none"> Salting and/or sanding shall commence once Class II roads have been maintained and when snow accumulations on traveled portion of the roadway are < 5cm. One complete pass of road salting should be completed within 2-3 hrs. of starting salting / sanding operations. Salting and/or sanding shall restart after plowing of has been completed with a service level that road is partly covered with two wheels of a vehicle on a bare surface and other wheels likely on snow pack, loose snow or ice. Direct Liquid Application (DLA) to be applied when temperatures -7C and rising prior to winter storm event. 	Yes	Yes	Yes	First pass of Class III & IV Roadways completed within 3 hours of Salting Operations. Subsequent passes may be required depending on weather conditions and rate of salt application. * Based on weather events requiring only Salt/Sand, independent of Plowing activities.
									Class IV- Local Streets (e.g. Douglas Ave.) <ul style="list-style-type: none"> Service level is safe and passable with one complete pass of road salting / sanding to be completed within 10-14 hrs. after cessation of snow event; Direct Liquid Application (DLA) to be applied when temperatures -7C and rising prior to winter storm event and road conditions are bare. 	Yes	Yes	Yes	2 applications of DLA. Locals streets salting completed within 14 hours on average.
Social	To provide the public with safe access to sidewalks.	Public Works	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Sidewalk	Pedestrians	A public service provided to sidewalk users offering safe access.	Snow Removal, Salting, and Sanding: Sidewalk Snow Plow Plan follows a three-tier priority structure without fixed timeframes. As each priority level (1-3) is completed, public updates on the sidewalk clearing status will be provided. If a storm event occurs prior to completing all three priority levels, the program would reset to the first priority service level. This approach prioritizes sidewalk plowing in a logical fashion that is easier to understand and allows for a better structure of providing a consistent order of works throughout the City.	Priority 1 <ul style="list-style-type: none"> Sidewalks include both sides of arterials (e.g. Mountain Rd.), on side of collectors (e.g. Evergreen), on side of the downtown core streets (with the exception of Main St. and St. George St. which are cleared on both sides) and sidewalks adjacent to schools and hospitals and some bus routes. Initial plowing round takes up to 24hr. to complete. Depending on level of accumulation, subsequent rounds may be required. Salt/Sand mixture appropriate to conditions. 	Yes	No	Yes	99.87% of Priority 1 sidewalks cleared within 24 hours.
									Priority 2 <ul style="list-style-type: none"> Sidewalk would include the remaining downtown sidewalks on the Sidewalk Snow Plow Plan, the other side of collectors, bus routes and other sidewalks on busy streets. Initial plowing round takes up to 48 hrs. to complete. Depending on level of accumulation, subsequent rounds may be required. Salt/Sand mixture appropriate to conditions. 	Yes	No	Yes	99.65% of Priority 2 sidewalks cleared within 24 hours.
									Priority 3 <ul style="list-style-type: none"> Sidewalks would include the remainder of the sidewalks on the Sidewalk Snow Plow Plan. These are mostly in residential areas and provide a walking corridor for citizens. Initial plowing round takes up to 5 days to complete. Depending on level of accumulation, subsequent rounds maybe required. Salt/Sand mixture appropriate to conditions. 	Yes	No	Yes	99.75% of Priority 3 Sidewalks cleared within 5 days.

APPENDIX A (Cont'd)

Public Works (Levels of Service to Public) July 2022-June 2023 Results

Operations													
Pillars	Goals	Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	Results / Comment
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Public Works	Public Works	Road / Sidewalk Access and Maintenance	Summer Maintenance - Road	Pedestrians	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Traffic Markings: The work plan is developed based upon a level of risk priority. Weather and road temperatures are factors affecting target completion dates.	Priority 1 - (mid – June completion) • Crosswalks around schools	No	No	No	Schools not completed by end of June 2023.
									Priority 1 - (mid – June completion) • Both hospitals	No	No	Yes	Hospitals not completed by end of June 2023.
									Priority 1 - (mid – June completion) • High traffic areas.	No	Yes	Yes	High traffic areas incomplete as of June 30, 2023.
									Priority 1 - (mid – June completion) • Lane pre-markings. • Main streets – yellow centre lane & white broken lane markings	No	Yes	Yes	Lane pre-marking complete as of May 23, 2023.
									Priority 2 - (late June – August) • Crosswalks – residential areas. • Lane markings on secondary streets (both yellow centre line & white broken) • Directional arrows (areas not clearly visible to be completed first) • Bike lane lines, edge lines & push lines	Yes	Yes	In Progress	2023 Comments: 83.7% of crosswalks completed by August 2022. 100% of white lines complete by August 2022. 99.8% of directional arrows complete by October 2022
Priority 3 - (June – July) • Metered parking within the downtown core. • Metered parking around the hospitals. • On street parking stalls • City owned parking lots and facilities.	No	No	Yes	Metered parking in the downtown core completed. All other areas incomplete as of the end of July 2022.									

APPENDIX A (Cont'd)

Public Works (Levels of Service to Public) July 2022-June 2023 Results

Operations													
Pillars	Goals	Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	Results / Comment
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer Maintenance - Road	Trail Users and Vehicle Operators	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Traffic Markings: The work plan is developed based upon a level of risk priority. Weather and road temperatures are factors affecting target completion dates.	Priority 4 - (End of July) • Trail markings • City owned parking lots and facilities.	No	Yes	Yes	Trail markings included as part of crosswalk count. Refer to Priority 2 listed above.
						Cyclists			Priority 5 - (End of September) • Bike symbols, sharrows, & diamonds.	Yes	Yes	In Progress	Directional arrows and Bike symbols completed as of September 15, 2022.
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer Maintenance - Road	Vehicle Operators and Cyclists	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Street Sweeping:	Frequency Cycle • Main Street – Vaughan Harvey to Dieppe limits – once per week (Sunday night). • Downtown streets between Queen/Gordon Street and Assomption Blvd – once per week. • All streets that are considered priority streets such as arterials and collectors – once per month • All residential streets – twice to three times per year Second pass.	Yes	Yes	Yes	Sweeping schedule maintained and levels of service met. As of June 27, 2023, all priority streets complete.
									Priority Cycle • Arterial streets and streets with bike lanes – starting by the end of April (weather dependent) - 3 sweepers on day shift, 2 sweepers on night shift– 2 passes- anticipated completion the end of May. • Remainder of streets (including residential), to begin the end of May (arterials to be maintained by 2 night shift sweepers and residential to be started by 3 day shift sweepers), anticipated completion the end of June. • City wide maintenance to begin end of June – 1 or 2 sweepers on day and night shift (as required)– following the Frequency Cycle stated above, to be repeated until leaf season begins • Leaf Season begins end of September – 3 sweepers on day shift and 2 sweepers on night shift – areas designated	Yes	Yes	Yes	Priority streets completed by June 27, 2023. Residential streets swept twice by August 31, 2022..

APPENDIX A (Cont'd)

Public Works (Levels of Service to Public) July 2022-June 2023 Results

Operations													
Pillars	Goals	Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	Results / Comment
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer/Winter Maintenance - Road	Vehicle Operators and Cyclists	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	<p>Asphalt Patching: There are two principal methods of repairing asphalt roadways:</p> <ul style="list-style-type: none"> Remove and replace the defective pavement and surfacing and/or base material – replacing it with new, base and surface material*. Cover the defective area with an overlay of material*, sealing the defective area and stabilize the affected area. <p>*Material is defined as:</p> <ul style="list-style-type: none"> Winter – Cold Patch or recycled material dependent upon air temperature. Summer – Includes a plant manufactured two layer asphalt of base and seal grades asphalt. <p>*Pothole is defined as: Pavement deterioration resulting in a pothole depth of 75mm and surface width of 300mm to be considered as a candidate for repair as conditions and resources allow.</p>	<p>Priority Cycle</p> <p>Winter:</p> <ul style="list-style-type: none"> Class II- Arterials (e.g. Mountain Rd.) Class III - Collectors (e.g. Evergreen Dr.) Class IV- Local Streets (e.g. Douglas Ave.) Repaired as required with cold patch asphalt or recycled material <p>Summer:</p> <ul style="list-style-type: none"> Class II- Arterials (e.g. Mountain Rd.) Class III - Collectors (e.g. Evergreen Dr.) - Work to begin once asphalt manufacturing plants have opened. All repair work completed by June 25th. Class IV- Local Streets (e.g. Douglas Ave.) - Work to begin once asphalt manufacturing plants have opened and all Class II and III roadway repairs are completed. All repair work completed by July 24th. <p>Note: Class I - Class I- Freeway (e.g. Wheeler Blvd.) are included in agreements with the Province of NB under the Department of Transportation and Infrastructure</p>	No	No	No	<p>Winter Asphalt Repairs underway from December 2022 to April 2023. Repairs completed on priority streets prior to June 25th.</p> <p>Target date based on Patching Tender(s) end date. Contractor(s) tonnage placement did not meet June 25, 2023 deadline due to poor weather conditions.</p>

APPENDIX A (Cont'd)

Recreation (Levels of Service to Public) July 2022 - June 2023 Results

Recreation, Culture, and Events

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 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	<ul style="list-style-type: none"> Acknowledge client inquiry within 24 hours Target: 95% of the time 	yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly.
								Recreational activities	<ul style="list-style-type: none"> Respond to issues within 48 hours Target: 95% of the time 	yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly.
								Recreational activities	<ul style="list-style-type: none"> Acknowledge provider inquiry within 24 hours Target: 95% of the time 	yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. In future, community impact achieved through the facilitative efforts of community development officers will be measured more directly.
								Recreational activities	<ul style="list-style-type: none"> Respond to issues within 72 hours Target: 95% of the time 	yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. In future community impact achieved through the facilitative efforts of community development officers will be measured more directly.
									<ul style="list-style-type: none"> Bi-weekly site visits during peak season (July - September) Target: 95% of the time 	yes	Yes	Yes	completed
		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	<ul style="list-style-type: none"> Notify applicant of decision of request for programming within 5 business days 95% of the time 	yes	Yes	Yes	<ul style="list-style-type: none"> Various community events took place were supported by the department.
		Youth Programming						<ul style="list-style-type: none"> Notify applicant of decision of request for programming within 5 business days 95% of the time 	yes	Yes	Yes	<ul style="list-style-type: none"> Youth amenities study has been implemented and continues to be part of the Recreation Master Plan projects. 	
		Seniors Programming						<ul style="list-style-type: none"> Notify applicant of decision of request for programming within 5 business days 95% of the time 	yes	Yes	Yes	<ul style="list-style-type: none"> Work has been proceeding well with the Lions Centre and Outreach services. New model recently approved by Council 	
		Sports Programming						<ul style="list-style-type: none"> Notify applicant of decision within 5 business days 95% of the time 	yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. all applicant/groups received responses within the timeframe. 	
					Event Planning	Events	Event participants	A service offering free events to the public with various interests	Event Programming	<ul style="list-style-type: none"> Support third party events and provide City events Target: Maintain 90% (third party) / 10% (City) ratio 	yes	Yes	Yes

APPENDIX A (Cont'd)

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

APPENDIX A (Cont'd)

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Set-up Slapshots as requested (with list of rented items and set-up) at least 3 hours prior to function. Target: 90% of the time 	Yes	Yes	
								Meeting room is set-up and ready for function	<ul style="list-style-type: none"> Set-up meeting rooms as requested (with list of rented items and set-up) at least 1.5 hours prior to event on 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	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Floor maintenance completed for first rental of the day. Target: 95% of the time 	Yes	Yes		
							Gym Maintenance (During Rentals)	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 using the walking track at the Crossman Center	Walking track is available for users	<ul style="list-style-type: none"> Track maintenance and cleaned prior to opening for the day. Target: 95% of the time 	Yes	Yes		

APPENDIX A (Cont'd)

Tourism and Events (Levels of Service to Public) July 2022 - June 2023 Results

Recreation, Culture and Events

Pillar	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 / Comment
Culture	To increase the number of leisure travellers to Moncton and the Southeast region	Recreation, Culture and Events	Tourism and Events	Visitor Information: Visitor focused	Social media engagement / interaction	Tourists	A public service provided to tourists and visitors 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.	An informed visitor	• Social media campaign with municipal, partner and regional posts (Facebook, Instagram, Twitter) no less than 3 times per week	Yes	Yes	Yes	Regular posting and engagement through Facebook, Instagram until November 2022, when the responsibility for tourism social media engagement, and the City's tourism Facebook account, was transferred to Destination Moncton-Dieppe.
						Tourists		An informed visitor	• Response to social media inquiries within 48 hours	90%	90%	Yes	Achieved 90% of the time, until November 2022, when the responsibility for tourism social media engagement, and the City's tourism Facebook account, was transferred to Destination Moncton-Dieppe. Inability to achieve attributed to capacity and work schedule (no monitoring on weekends).
					Face-to-Face / Telephone	Tourists		An informed visitor	• Provide face-to-face and telephone Visitor Information all year round	Yes	Yes	Yes	• Resurgo Place Visitor Information Centre open 12 months/year • Treitz House Visitor Information Center open during tourism season
					On-line advertising	Tourists		An informed visitor that selects Moncton (and/or Greater Moncton, SouthEast New Brunswick) as their destination of choice.	• Online advertising campaigns targeting four priority segments • Target: New Brunswick, Atlantic Canada, Quebec/Ontario, New England	See Comments	Yes	Yes	The responsibility to market to visitors shifted from the City of Moncton to Destination Moncton-Dieppe. Nonetheless, the Events Department contributed to the partial achievement of this Service Level by implementing an event-focused (vs. a more encompassing tourism-focused) paid and organic social media marketing campaign. The 2022 summer campaign was delivered to the New Brunswick market. The 2022-23 winter campaign was delivered to the New Brunswick market. Although the online campaigns were focused on the New Brunswick market, the outdoor advertising campaign (via Pattison), included a much broader reach throughout Atlantic Canada.
Economy	To make Moncton the destination of choice for meetings, travel trade and trade and exhibition opportunities	Recreation, Culture and Events	Tourism and Events	Destination Promotion: Industry Focused	Partnership agreements with industry	Industry	A public service provided to industry partners highlighting the value proposition of Moncton as tourist destination of choice. Applies to consumer, meetings and convention, travel trade and sport sectors.	Tourism as an economic generator by increasing number of visitors, visitor expenditures and visitor length of stay, year-over-year. Delivered through all sectors including meetings and conventions, travel trade, sport tourism, leisure, fully independent traveller.	• Tourism Moncton partnership agreements in place with a minimum 20 tourism partners (attractions and accommodations) • Target: 100% of the time	No longer applicable	No	No	In light of the transition of the responsibility from the City of Moncton to Destination Moncton-Dieppe, this Service Level is no longer applicable.
					Trade shows, industry events, sales missions	Industry			• Attend 10-12 marketplaces and travel trade shows to promote and market the region	No longer applicable	4	2	In light of the transition of the tourism responsibility from the City of Moncton to Destination Moncton-Dieppe, this Service Level is no longer applicable. The Events Department will continue to contribute to this by way of attending sport tourism shows with the goal of attracting events to Moncton.
					Industry coordination, participating in relevant associations	Industry			• Minimum of 3 inbound familiarization tours for major sport, conference of meeting planning bodies	No longer applicable	5	0	In light of the transition of the tourism responsibility from the City of Moncton to Destination Moncton-Dieppe, this Service Level is no longer applicable.
	To transition Municipal tourism services to industry led third party destination marketing organisation				Destination Marketing Organization - Third Party	Tourists and Industry			• Develop Service Level Agreements between the City of Moncton and future Destination Marketing Organization • Target: Agreements in place by June 2020	Yes	Yes	Yes	Service Level Agreement approved by Council. Board appointments finalized. Transition of tourism services planned for Q4 2021.

APPENDIX A (Cont'd)

Culture	To produce and present community and events celebrations that are free, open and accessible to the public	Recreation, Culture and Events	Tourism and Events	Events and Festivals	Municipally Initiated Events	Tourists and Citizens	A public service offering municipally planned and funded community events, festivals, and signature events.	Free, open and accessible event offerings for the public	<ul style="list-style-type: none"> Produce annual Canada Day festivities in both official languages Target: Within an open space able to accommodate a minimum of 5,000 people 	Yes	No	0	<p>In 2022, the Canada Day celebrations were held in the Riverfront parking lot and hosted over 15,000 people. Program details included:</p> <ul style="list-style-type: none"> 11 a.m. – 8 p.m. Kids' PlayZone featuring inflatable games, glitter tattoos, activities from Resurgo Place and more (Riverfront Park) 12 p.m. - 5 p.m. O' Can You Cycle Bike Ride 12 p.m. – 5 p.m. Traditional Teachings by the Elispogtog Mi'kmaq Cultural Centre 12 p.m. – 5 p.m. YMCA Mobile Fun Team 12 p.m. – 10 p.m. Vendors offering a variety of foods and other products (Riverfront Park) 12:24 p.m. Tidal Bore Presentation by Resurgo Place (Bore Park) 5 p.m. – 10 p.m. Whoa Canada! Main Stage (Riverfront Parking Lot) 10 p.m. Tri-Community Canada Day Fireworks (Riverfront Park) <p>The program featured a balance of event elements offered in both official languages.</p>
						Tourists and Citizens			<ul style="list-style-type: none"> Produce three 3 weekly Acoustica concerts Target: 3 different event zones in July and August 	Yes	No	0	<p>In 2022, Acoustica concerts were held monthly at Riverfront Park (Thursdays) and weekly at Victoria Park (Tuesdays). In 2023, partnerships were formed with DMCI's PatioFest and the Recreation Department to offer entertainment under the Acoustica banner 4 nights a week in June, July and August: Tuesdays in Victoria Park, Wednesdays in Centennial Park (Family Friendly), Thursday nights on Downtown Patios (PatioFest) and Saturdays at the Moncton Market.</p>
To provide programs that support the development of event activity in the City of Moncton	Recreation, Culture and Events	Tourism and Events	Events and Festivals	Support community event and festival organizers	Organizers	A public service offering community event and festival organizers support for effective event execution. Accomplished through guidelines as outlined by Event Guidelines.	<ul style="list-style-type: none"> Assistance and support to hundreds of community events and festivals, 12-months/year Support established through Event Guidelines for Support: facility access, organization support, equipment provision, financial support 	<ul style="list-style-type: none"> Confirmation of receipt of an event application Target: within 48 hours 	Yes	Yes	Yes	<ul style="list-style-type: none"> Achieved through automated response Achieved by being proactive with annual groups on bookings for the following year 	
					Organizers			<ul style="list-style-type: none"> Response from Coordinator to review event requirements within 72 hours Target: 95% of the time 	95%	95%	95%	Most event inquiries processed within the 72 hour window.	
					Organizers			<ul style="list-style-type: none"> Review and respond to requests for street closures and or noise by-law exemptions through Events Management Committee Target: within 48 hours 	100%	95%	100%	Street Closure and Noise By Law Requests sent to EMC a minimum of two weeks prior to City Council Meeting approval.	
					Organizers			<ul style="list-style-type: none"> Signed letter of offer confirming areas of support (financial, Value In Kind, infrastructure) Target: no later than 2 weeks prior to event 	90%	90%	90%	Achieved 90% of the time - inability to achieve attributed to lack of information from organizers, and changing requirements and content of letter of offer.	
					Organizers			<ul style="list-style-type: none"> Delivery of required materials, provided by the City Target: no later than 2 hours prior to event execution 	95%	95%	95%	Achieved target 95% of time - inability to achieve attributed to capacity. Additionally, some groups request equipment be delivered closer to event time when they arrive on site, while some set up the day prior. Some equipment, like electrical and water connections, must be supervised.	
					Organizers			<ul style="list-style-type: none"> On site visits during event, where applicable Target: minimum of one visit per event 	100%	Yes	100%		
					Organizers			<ul style="list-style-type: none"> Post event debrief and recommendations for next year's event Target : prior to year end 	Yes	Yes	No	Follow up emails sent to organizers after every event to seek feedback from that year's event.	
To attract and host large scale events that generate economic activity for the Moncton and Southeast region	Recreation, Culture and Events	Tourism and Events	Events and Festivals	Support community event and festival organizers	Organizers	A public service offered to event partners, Provincial organizations, community groups, etc. to assist with the development of bid packages for Regional, National and International Event Hosting.	Attract and host major, regional, national and international events to Moncton and the surrounding region.	<ul style="list-style-type: none"> Attend industry events with one-on-one sales opportunities for event development Target: minimum of 1 annually 	No	No	2	Most recurring industry events fell on conflicting event dates during this period. This will resume for 2023/2024.	
			Events Attraction	Bid Development	Organizers			<ul style="list-style-type: none"> Evaluation of event hosting grant application with response and confirmation/decline of funding Target: within 30 days of application 	85%	95%	100%	Achieved target 85% of time - inability to achieve attributed to a lack of resources for the number of events, programs and initiatives supported.	
					Organizers			<ul style="list-style-type: none"> Event Attraction: Complete bid submissions Target: 2 annually 	5	4	0	Includes bids completed by the City of Moncton, and bids from local sporting organizations the City assisted with in a significant way.	
					Organizers			<ul style="list-style-type: none"> Event Attraction: Successful bid Target: 1 (large-scope event – national, international) 	5	3	2	Includes two international events, two national events, one regional event.	

APPENDIX A (Cont'd)

Venues (Levels of Service to the Public) July 2022 - June 2023 Results

Recreation, Culture, and Events

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	Comment
Economy	To ensure that the Coliseum are developed as key economic generators for the City	Recreation, Culture, and Events	Venues - Coliseum Complex	Events	Rented Facility	Event Organizer (renter)	Coliseum Complex is a premium facility for trade and consumer shows, general rentals, and meetings.	Coliseum Complex ready for event	• Rented area(s) ready for use by client as per rental agreement. Target of 90%	99%	100%	99.92%	3 times out of 870 coliseum functions we had some slight issues. So 99.35% of the time, the team was ready.
								Legends Restaurant ready for event	• Restaurant ready for use by client as per rental agreement. • Target of 90%	100%	100%	100%	
				Ice Rental	Ice Surface Condition	Skaters	Service provided to groups renting ice.	Ice surface ready for use	• Ice flooded prior to rental period. • Target 95%	100%	100%	100%	
								Dressing Room Condition	Users	Service provided to groups renting ice.	Dressing rooms ready for use	• Dressing room cleaned prior to rental period. • Target 95%	100%
Social	To improve the quality of life experience for resident	Recreation, Culture, and Events	Venues - Coliseum Complex	Community Walking	Indoor walking area	Walkers	Service offered to individuals seeking a warm, indoor walking venue.				Coliseum available for walkers	• Available from October to April (weekdays from 9 a.m. to 4 p.m.) during non-event days. • Target 95%	100%

APPENDIX A (Cont'd)

Water and Wastewater (Levels of Service to Public) July 2022-June 2023 Results

Operations													
Pillars	Description	Department	Division	Service Name	Sub Service	Service Definition	Direct Customer	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	Results/ Comments
Environmental	To provide clean and safe potable water to citizens.	Operations	Water & Wastewater	Potable Water	Water	A public service provided to water account holders and water consumers offering access to safe, clean potable water, meeting or exceeding the Canadian drinking water guidelines.	Homeowners and Businesses	Watermain and water services operation and maintenance	<ul style="list-style-type: none"> Repair of water main breaks (begin digging) to start within 24 hours Target: 80% of the time 	Yes	86.6%	Yes	Met target 91.6% of the time. There were 36 Water Main breaks during the period. Average response time 9 hours, 20 minutes.
							Homeowners and Businesses		<ul style="list-style-type: none"> Repair of major service leaks (begin digging) to start within 24 hours Target: 80% of the time 	100%	100%	Yes	There were 5 major service leaks during the review period. All were completed within 24 hours, 13h52m average.
							Homeowners and Businesses		<ul style="list-style-type: none"> Repair of minor service leaks (begin digging) to start within 168 hours (1 week) Target: 80% of the time 	No	No	No	There were 42 minor service leaks during the period. 40.4% were completed within 7 days. Average time to complete was 11.3 days. <ul style="list-style-type: none"> Some impacts to timely resolution can be attributed to information delays related to underground infrastructure provided by third parties (locates) as well as to scheduled accommodations, as requested by the ratepayer.
							Homeowners and Businesses		<ul style="list-style-type: none"> Thawing of frozen services (begin digging) to start within 24 hours 80% of the time 	-	-	-	No frozen services events occurred during this reporting period.
							Homeowners and Businesses	Metering - high water consumption	<ul style="list-style-type: none"> Monthly notification to users consuming more than 300% of their historical volumes Target: 100% of the time 	Yes	Yes	Yes	
							Fire Department	Fire hydrants	<ul style="list-style-type: none"> Snow removal at fire hydrants in the downtown area within 48 hours after the end of a storm Target: 90% of the time 	Yes	100%	Yes	Crews dispatched 19 times during the season. December(3), January(6), February(4), and March(6).
									<ul style="list-style-type: none"> Contractor activation for snow removal at fire hydrants outside of the downtown area within 24 hours of request Target: 90% of the time 	Yes	20%	Yes	Met target 100% of the time - Contractors were activated once during season: January (1).
							Water Consumers	Potable water compliance monitoring and reporting	<ul style="list-style-type: none"> Meet Health Canada's Guidelines for Canadian Drinking Water Quality Target: 100% of the time 	100%	No	Yes	<i>Maximum Acceptable Concentration / health-related parameters:</i> <ul style="list-style-type: none"> Met target 100% of the time.
										No	No	No	<i>Aesthetic Objectives:</i> <ul style="list-style-type: none"> Turtle Creek water does not meet the temperature Guideline of <15 °C during the summer and early fall months. Peak water temperature for the reporting period was 18.2°C on September 17, 2022. Aesthetic objectives for all other parameters were met.
										100%	100%	Yes	<i>Operational Guidelines:</i> <ul style="list-style-type: none"> Met target 100% of the time.
					<ul style="list-style-type: none"> Annual Report submitted to regulator by March 30th Target: 100% of the time 	Yes	Yes	Yes					

APPENDIX A (Cont'd)

Environmental	To provide safe removal of wastewater to residents	Operations	Water & Wastewater	Wastewater	Wastewater	A public service provided to wastewater account holders and wastewater producers offering safe removal of wastewater from their premises	Homeowners and Businesses	Sewer main and lateral operation and maintenance	<ul style="list-style-type: none"> Response to flooded basements within 1 hour of a call Target: 90% of the time 	No	69%	Yes	<ul style="list-style-type: none"> Results (excluding Storm Response flooding): Met target 86.4% of the time. Average time to respond was 51 minutes. Results (excluding Storm Response Flooding)
							Homeowners and Businesses	Wastewater compliance monitoring and reporting (effluents, cross-connections)	<ul style="list-style-type: none"> Annual Report submitted to regulator by February 15th Target: 100% of the time 	Yes	Yes	Yes	
Environmental	General activities related to water and wastewater	Operations	Water & Wastewater	Water & Wastewater	Water & Wastewater	Water and Wastewater	Homeowners and Businesses	Water and sewer locates for Utilities infrastructure	<ul style="list-style-type: none"> Utility locates completed within 2 working days Target: 90% of the time 	Yes	94.4%	Yes	97.3% were completed within 2 working days. Average time was 1.6 days.
							Homeowners and Businesses	New service initiation - water and sewer account creation and maintenance	<ul style="list-style-type: none"> Utility account creation set up within 90 days from date of application Target: 90% of the time 	99.4%	96.2%	Yes	<ul style="list-style-type: none"> 99.4% were completed within 90 days for the entire reporting period (July 1, 2021 - June 30, 2023). 168 Applications submitted, 23.12 average days to complete.