

	POLICY	Owner Department: Strategic Initiatives
	Level of Service	
Effective Date: June 18, 2018	Last Reviewed Date: June 18, 2018	
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, Codiak 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

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APPENDIX A

911 Call Taking and Dispatching								
Community Safety Program								
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment
Police Support	911	911 Call Taking and Dispatching	Fire Rescue Calls	An internal service provided to emergency service providers offering receipt of emergency phone calls and dispatching of resources to respond to incident.	Taking call and dispatching Fire resources	Ensure Service Delivery Standards of NB 911 Public Service Answering Point being that 85% of 911 calls answered within 20 seconds		
			Paramedic Calls	An internal service provided to emergency service providers offering receipt of emergency phone calls and dispatching of resources to respond to incident.	Taking call and dispatching Paramedic resources	Ensure Service Delivery Standards of NB 911 Public Service Answering Point being that 85% of 911 calls answered within 20 seconds		
			Police Calls	An internal service provided to emergency service providers offering receipt of emergency phone calls and dispatching of resources to respond to incident.	Taking call and dispatching Police resources	Ensure Service Delivery Standards of NB 911 Public Service Answering Point being that 85% of 911 calls answered within 20 seconds		

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By-law Enforcement - SPCA Animal Control (Third Party Level of Service to Public)									
Community Safety Services									
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment	
Moncton SPCA	N/A	Animal Control	Enforcement of Animal Control By-Law H-202	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 			
						<ul style="list-style-type: none"> Acknowledge receipt of complaint within 2 business days 90% of the time 			
						<ul style="list-style-type: none"> Provide follow up on next steps and timelines within 4 business days 90% of the time 			
					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) 			

Building Inspection								
Community Safety Program								
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comments
Building Inspection	Building Inspection	Building and Plumbing Permitting and Inspection	<ul style="list-style-type: none"> • Plumbing Permits • Building Permits • Demolition Permits • Property Search • Electrical Waiver 	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	Residential		
						Single Family Dwelling and Duplex Target = 5		
						Plumbing Target = 3 days		
						Demolition Target = 3 days		
						Property Search Target = 5 days		
						Electrical Waiver Search Target = 2 days		
						Commercial		
						Multi- Unit Apartment Target = 10 days		
						School/Day-Care/Special Care Target = 10 days		
						Office Target = 10 days		
						Recreation Target = 10 days		
						Condo Target = 10 days		
						Retail Target = 10 days		
						Restaurants Target = 10 days		
						Warehouse Target = 10 days		
Manufacturing Target = 10 days								

Level of Service

Community Safety Services								
By-law Enforcement								
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	2018 Results / Comment
By-law Enforcement	N/A	By-law enforcement	Complaint handling	A public service provided to potential by-law violators and complainants offering compliance with a variety of City By-laws.	Response to Complainant.	48 hours to acknowledge receipt of complaint from complainant and have it entered in our system for investigation.		
						48 hours to respond to request for information on existing service request or case regarding status of service request or case.		
						Within four business days from receipt of complaint, follow-up or next steps including timelines will be provided.		
			On street patrols - Pan handling On Street parking regulations	A public service provided to on-street by-law violators and complainants offering compliance with a variety of City By-laws.	Ticketing	<ul style="list-style-type: none"> • 8am-4pm = 4 Commissionaires (Pan handling and on-street regulations) all city • 3pm-11pm = 2 Commissionaires (Pan handling and on-street regulations) patrolling downtown and hospital zones • Winter: 11pm-7am = 2 Commissionaires (on-street; winter parking ban) 		
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 	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 	Post receiving a complete application - Licenses and permits will be completed within 3-5 business days		

Level of Service

Codiac Transpo (Levels of Service to Public)									
Transportation Program									
Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment
Codiac Transpo	Codiac Transpo	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: TBD once baseline data is collected 		Implementing new tracking system - data collection to begin in Q4 2019
			Customer Ridership - Tri - Community	Tax payers / Transit passengers	To support ridership growth goal	New transit passengers	<ul style="list-style-type: none"> • Increase ridership • Target: 2% annually 		
			Bus Pass Sales - Tri- Community	Tax payers / 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 - through 19 retail outlets and mobile app • Target: 2% annually 		
			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 		

Corporate Communications

Governance Program

Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment
EXTERNAL COMMUNICATIONS								
Corporate Communications	Corporate Communications	Public Relations	Media relations	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 		
						<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 		
						<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 		
			Public knowledge	Enhance citizen knowledge on city services	Informed citizens	<ul style="list-style-type: none"> Information to citizens on various city services Target: 2 per month 		
			Social 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"> 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.) 		

Level of Service

Corporate Communications	Corporate Communications	Official Language Support	Official Languages	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		
						<ul style="list-style-type: none"> • Provide external audience materials in both official languages. • Target: less than 5 language complaints annually. 		
		Public Engagement	Public Participation	Opportunities for the public to engage in decision making at the neighborhood or municipal level.	Consultation/engagement	Public Engagement Plan to be developed.		

Level of Service

Economic Development (Levels of Service to Public)									
Economic Development Program									
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment	
Economic Development	Economic Development	Business / Investment Attraction	Information broker / customer service	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 			
						<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 			
			Site selection	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 			
				<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 					
			Downtown One Stop Shop	Downtown information broker	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 		
					<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 				
				Administer Downtown and Heritage Financial Incentive Program	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 		
			Business Retention and Expansion (BRE) Support	Concierge/customer service	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 		
							<ul style="list-style-type: none"> Respond to client needs within 72 hours Target: 95% of the time, depending on complexity of client request. 		

Level of Service

Economic Development	Immigration	Immigration	Connect immigrants to job opportunities; connect employers to workforce / talent	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 		
			People attraction - promote Moncton as a destination of choice for international newcomers / 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 		
						<ul style="list-style-type: none"> • Respond to client needs within 72 hours • Target: 95% of the time, depending on complexity of client request. 		

Municipal Emergency Measures Organization (MEMO)

Governance and Corporate Management Program

Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment
MEMO	MEMO	Municipal Emergency Measures Organization	Emergency / Disaster Recovery Planning	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"> • Tri-Community All Hazard Plan reviewed annually • Target: 100% of the time 		
						<ul style="list-style-type: none"> • Hazard specific Plans reviewed every two years • Target: 100% of the time 		
		Municipal Emergency Measures Organization	Emergency Management Plan Testing	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"> • Participate in annual Provincial Emergency Exercise • Target: 100% of the time 		
						<ul style="list-style-type: none"> • Carry out table top exercise annually • Target: 100% of the time 		
		Municipal Emergency Measures Organization	Emergency Management Plan Response Monitoring	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 		

Level of Service

Fire								
Community Safety Program								
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment
Fire	Fire Prevention	Fire Safety Education	Fire Safety Campaign	Public service provided to students (young & old) interested in fire prevention by offering training and awareness session.	Education	<ul style="list-style-type: none"> One annual open house - Fire Prevention Week Target: 100% of the time 		
Fire	Fire Prevention	Fire Safety Education	Fire Safety Awareness	Public service provided to students (young & old) interested in fire prevention by offering training and awareness session.	Education	<ul style="list-style-type: none"> Provide 10 sessions annually - upon request Target: 95% of the time 		
Fire	Fire Prevention	Fire Safety Inspection	Inspection - Residential Homes	Public service provided to property owners and building occupants offering compliance with National Fire Codes.	Inspections	<ul style="list-style-type: none"> Provide home inspection upon request Target: 95% of the time 		
Fire	Fire Prevention	Fire Safety Inspection	Inspection - IC&I Buildings	Public service provided to property owners and building occupants offering compliance with National Fire Codes.	Inspections	<ul style="list-style-type: none"> Schools, colleges, universities, daycares and special care homes are inspected annually Target: 100% of the time 		
						<ul style="list-style-type: none"> Hospitals are inspected every three years Target: 100% of the time 		
Fire	Operations	Fire Rescue	Fire Suppression	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	<ul style="list-style-type: none"> Turn Out Time of 80 seconds or less Target: 90% of the time 		
						<ul style="list-style-type: none"> Travel time of 240 seconds (4 mins) or less Target: 90% of the time 		
Fire	Operations	Fire Rescue	Haz Mat Response Mitigation	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)	<ul style="list-style-type: none"> Turn Out Time of 80 seconds or less Target: 90% of the time 		
						<ul style="list-style-type: none"> Travel time of 240 seconds (4 mins) or less Target: 90% of the time 		

Level of Service

Fire	Operations	Fire Rescue	Medical Fire Responder Care	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	<ul style="list-style-type: none"> • Turn Out Time of 80 seconds or less • Target: 90% of the time 		
						<ul style="list-style-type: none"> • Travel time of 240 seconds (4 mins) or less • Target: 90% of the time 		
Fire	Operations	Fire Rescue	Rescue	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	<ul style="list-style-type: none"> • Turn Out Time of 80 seconds or less • Target: 90% of the time 		
						<ul style="list-style-type: none"> • Travel time of 240 seconds (4 mins) or less • Target: 90% of the time 		

Level of Service

Parks and Leisure Services (Levels of Service to Public)									
Leisure and Culture Program									
Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results/Comments
Recreation, Culture and Events	Leisure Services	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 		
						Recreational activities	<ul style="list-style-type: none"> Respond to issues within 48 hours Target: 95% of the time 		
						Recreational activities	<ul style="list-style-type: none"> Acknowledge provider inquiry within 24 hours Target: 95% of the time 		
						Recreational activities	<ul style="list-style-type: none"> Respond to issues within 72 hours Target: 95% of the time 		
Recreation, Culture and Events	Leisure Services	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 		
						Youth Programming	<ul style="list-style-type: none"> Notify applicant of decision of request for programming within 5 business days 95% of the time 		
						Seniors Programming	<ul style="list-style-type: none"> Notify applicant of decision of request for programming within 5 business days 95% of the time 		
						Sports Programming	<ul style="list-style-type: none"> Notify applicant of decision within 5 business days 95% of the time 		

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Recreation, Culture and Events	Leisure Services	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 		
		Social Inclusion	Clients	Clients	A service to work strategically with community and government partners to improve the quality of life of its most vulnerable citizens	Assisting Clients	<ul style="list-style-type: none"> • Acknowledge client inquiry within 24 hours • Target: 95% of the time 		
				Agencies		Agencies	Assisting Agencies	<ul style="list-style-type: none"> • Acknowledge agency inquiry within 24 hours • Target: 95% of the time 	
								<ul style="list-style-type: none"> • Respond to issues within 48 hours • Target: 95% of the time 	
						<ul style="list-style-type: none"> • Respond to issues within 72 hours • Target: 95% of the time 			
Recreation, Culture and Events	Leisure Services	New Capital Works Project Development	Public Consultation	Citizens	A service to provide citizens with input into new capital projects	Consultation	<ul style="list-style-type: none"> • A minimum of one consultation session per new project • Target: 95% of the time 		

Level of Service

Greater Moncton Pest Control Commission (Third Party Level of Service to Public)									
Community Health Program									
Tri-Community Commission	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment	
Greater Moncton Pest Control Commission	N/A	Mosquito Control	Monitor larvae densities on a 10 to 14 day rotation within the Tri-Community	An external Tri-Community service (April - August) provided to residents offering mosquito control that will reduce the mosquito population.	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 			
			Apply biological insecticide(Bti)		Larvicide(Bti) Insecticidal applied	<ul style="list-style-type: none"> Apply biological insecticide when 10 or more larvae are present within the 250 ml sample taken Target = 100% of the time 			
			Monitor larvae densities post biological insecticide application		Number of larvae (per 250 ml sample)	<ul style="list-style-type: none"> Monitor results within 48 hours of application Target = 100% of the time 			
			Adult mosquito trapping		Number of mosquitos per trap	<ul style="list-style-type: none"> Monitor results weekly ,identify the flying adults Target: Less than North American Standard of 6 bites per minute 		6 trapping sites (2 in each municipality)	
			Educate general population		Educated population	Community visit, Web site		Booth once per summer at the Moncton, Dieppe, and Riverview Farmers Market	

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Parks and Leisure Services								
Leisure and Culture Program								
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results/Comments
Parks and Leisure Services	Operations	Park and Open Space Access	Park and Open Space Maintenance - Trails - Horticultural - Athletic Fields - Turf - Playground Equipment - Garbage Collection - Boulevards - Facility Grounds - Environmental Corridors	A public service provided to park / open space users offering access to parks and open space for recreation and leisure pursuits.	Lawn Maintenance	Class A Parks Fields and Municipal Facilities - A minimum of 20 mowings per 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		
					Lawn Maintenance	Class B Parks and Fields – A minimum of 16 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.		
					Lawn Maintenance	Class C Parks Fields and Boulevards - A minimum of 12 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 or as required.		
					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).		
					Horticultural Maintenance - Floral Displays - Installation and removal	All annual floral displays planted by the last week in June. Flower pots and planters to be installed in the Business Improvement Area by the last week in June and removed by Thanksgiving. All floral beds to be maintained to be 80% weed free for the growing season. Annuals to be removed by November 11th. All shrub and perennial displays to be mulched and edged once per season, weeded minimum of 3 times per season, and pruned (shrubs) or divided (perennials) a minimum of once every 3 seasons.		
					Trail Maintenance	Surfaced Trails - Class A Parks, Fields and Municipal Facilities - Waste collection shall be twice weekly during the summer season or more as required. Class B Parks, Fields and Municipal Facilities - Waste collection will be a minimum of once weekly or more as required. Class C Parks, Fields and Municipal Facilities - Waste collection will be a minimum of once every 2 weeks or more as required. Footpaths - Annual inspection, repairs and pruning as required		
					Grounds & Playground Maintenance - Waste collection	Waste collection Class A Parks, Fields and Municipal Facilities - Waste collection shall be twice weekly during the summer season or more as required. Class B Parks, Fields and Municipal Facilities - Waste collection will be a minimum of once weekly or more as required. Class C Parks, Fields and Municipal Facilities - Waste collection will be a minimum of once every 2 weeks or more as required.		

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Parks and Leisure Services	Operations	Park and Open Space Access	Park and Open Space Maintenance <ul style="list-style-type: none"> - Trails - Horticultural - Athletic Fields - Turf - Playground Equipment - Garbage Collection - Boulevards - Facility Grounds - Environmental Corridors 	A public service provided to park / open space users offering access to parks and open space for recreation and leisure pursuits.	Grounds & Playground Maintenance - Play equipment	<p>Play equipment</p> <p>a. Installation protocol – Selection of equipment will be done in conjunction with neighborhood stakeholder groups as well as maintenance staff in order to select the best equipment and location for each site.</p> <p>b. Inspection – All inspections shall be conducted in accordance with the CSA Z614 most current edition by a Certified Playground Inspector. Three levels of inspection are required</p> <ul style="list-style-type: none"> i. Annual - A thorough visual inspection of all nuts, bolts, welds, surfaces, safety sand surfaces and attachment points will be preformed annually and recorded. Physical testing of moving parts will be conducted. Any deficits or defects will be scheduled by priority. ii. Monthly – A detailed visual inspection will be preformed monthly on all moving parts and recorded. iii. Weekly – A general visual inspection will be preformed to identify obvious defects or emerging problems. <p>c. 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.</p>		
					Winter Operations - Snow removal	<p>Snow Removal – Snow removal operations shall be in accordance with the priority list as developed by the Department. All level 1 areas are to be cleared within a 24 hour period, level 2 priorities will be cleared within 48 hours and level 3 priorities will be cleared within 72 hours.</p>		
					Winter Operations - Sanding and Salting	<p>Sanding and Salting – Salt will only be permitted for use on asphalt parking lots. Following snow event, all level 1 areas are to be sanded/salted within a 24 hour period, level 2 priorities will be sanded/salted within 48 hours and level 3 priorities will be sanded/salted within 72 hours.</p> <p>Nature trails shall only be sanded if the trail is slippery, if the snow is crusty or dry enough to ensure proper footing then sand need not be applied. Any interlocking stone walkway or area adjacent to turf or horticultural displays must be de-iced with a plant friendly product such as urea.</p>		
					Winter Operations - Outdoor Rinks	<p>Refrigerated Ice surface - A target of 110 days in operation for this ice surface</p> <p>Natural Ice Surface - A target of 70 days in operation for these ice surfaces</p>		

Level of Service

Parks and Leisure Services	Operations	Urban Forestry	<p>Boulevard forestry (street trees)</p> <ul style="list-style-type: none"> - Pruning and removal for public safety - Planting and developing un-forested sites <p>Park and open space forestry</p> <ul style="list-style-type: none"> - Destructive pest monitoring and control - Hazard tree evaluation and control <p>Environmental corridors</p> <p>Forestry Education and Natural Resource Promotion</p> <ul style="list-style-type: none"> - Maple Syrup Production 	A public service provided to adjacent property owners and residents offering access to the amenities and functions of trees.	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.		
					Planting	All trees planted during optimal planting season with a mortality rate of 6% year 1, 3% year 2 and 3% year 3.		
					Street and sidewalk clearance	Street tree canopy is to be maintained at 14 ft of clearance. Sidewalk tree canopy is to be maintained at 8 ft of clearance.		
					Stump removal	Work will be performed within 30 days of tree removal.		

Level of Service

Transportation (Public Works)									
Streets									
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment	
Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Roadways	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.) <ul style="list-style-type: none"> • 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 			
						Class II- Arterials (e.g. Mountain Rd.) <ul style="list-style-type: none"> • 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 			
						Class III- Collectors (e.g. Evergreen Dr.) <ul style="list-style-type: none"> • 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; 			
						Class IV- Local Streets (e.g. Douglas Ave.) <ul style="list-style-type: none"> • 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; 			

Level of Service

Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Roadways	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services	Salting and Sanding	<p>Class I- Freeway (e.g. Wheeler Blvd.) & Class II- Arterials (e.g. Mountain Rd.)</p> <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. 		
						<p>Class III- Collectors (e.g. Evergreen Dr.)</p> <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. 		
						<p>Class IV- Local Streets (e.g. Douglas Ave.)</p> <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. 		

Level of Service

Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Sidewalk	A public service provided to sidewalk users offering safe access.	<p>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.</p>	<p>Priority 1</p> <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. 		
						<p>Priority 2</p> <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. 		
						<p>Priority 3</p> <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. 		
Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer Maintenance - Road	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	<p>Traffic Markings: The work plan is developed based upon a level of risk priority. Weather and road temperatures are factors affecting target completion dates.</p> <ul style="list-style-type: none"> Approximately 865 crosswalks Approximately 1140 stop bars and 356 yield bars Approximately 870 bike symbols plus diamonds and sharrows Approximately 2057 directional arrows 	<p>Priority 1 - (mid – June completion)</p> <ul style="list-style-type: none"> Crosswalks around schools, both hospitals & high traffic areas Lane pre-markings Main streets – yellow centre lane & white broken lane markings 		
						<p>Priority 2 - (late June – August)</p> <ul style="list-style-type: none"> 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 		
						<p>Priority 3 - (June – July)</p> <ul style="list-style-type: none"> Metered parking within the downtown core Metered parking around the hospitals On street parking stalls City owned parking lots and facilities 		
						<p>Priority 4 - (End of July)</p> <ul style="list-style-type: none"> Trail markings City owned parking lots and facilities 		
						<p>Priority 5 - (End of September)</p> <ul style="list-style-type: none"> Bike symbols, sharrows, & diamonds 		

Level of Service

Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer Maintenance - Road	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Street Sweeping:	<p>Frequency Cycle</p> <ul style="list-style-type: none"> • 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 <p>Priority Cycle</p> <ul style="list-style-type: none"> • 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 		
Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer/Winter Maintenance - Road	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> <ol style="list-style-type: none"> 1. Remove and replace the defective pavement and surfacing and/or base material – replacing it with new, base and surface material*. 2. 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.)C • 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 8th. • 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 20th. <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>		

Level of Service

Urban Planning									
Community Safety Program									
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment	
Urban Planning	Heritage Conservation	Heritage Conservation	Heritage Permit Applications	To administer the City's Heritage Conservation By-law and process Heritage Permit applications and conduct inspections.	Heritage Permit Applications Turnaround Time	4 to 6 week Turnaround time to approve a Heritage Permit Application.			
			Heritage Grant Administration	To administer the City's Heritage Grant Policy and process Heritage Grant applications.	Grant Applications Turnaround Time	4 to 6 week Turnaround time to approve a Heritage Grant Application.			
Urban Planning	Land Use Planning	Municipal Plan	Municipal Plan Development	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.			
			Zoning By-Law	Ensuring Zoning By-law Compliance	To Ensure that Properties and Land use is in accordance with Zoning By-laws.	Process Service Requests for Zoning By-law Complaints and Violations.	4 to 6 week Turnaround time to achieve an approved compliance plan.		
			Zoning Certificates	Issuing Zoning Certificates	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.	2 day Turnaround time to issue Zoning Certificate.		

Level of Service

Urban Planning	Development Approval	Rezoning	Rezoning Application Administration	Process Municipal Plan and Zoning By-law amendments (Rezoning applications).	Zoning Agreement Inspected for Compliance	90% of Conditional Zoning Agreements inspected for compliance within 12 months of development permit approval.		
					Application-to-Approval Turnaround Time	6 months application to approval turnaround time		
		Subdivisions	Subdivision Application Approval	Subdivision Plan Approval	Type 1 Tentative Subdivision Application Approval Turnaround Time.	Tentative Subdivision Type 1 Application Approval Turnaround Time for a complete application is 2 weeks.		
					Type 2 Tentative Subdivision Application Approval Turnaround Time.	Tentative Subdivision Type 2 Application Approval Turnaround Time for a complete application is 6 weeks.		
		PAC Application	PAC Application Administration	Planning Advisory Committee (PAC) Application Approval	Development Approval Inspected for Compliance	90% of Planning Advisory Committee (PAC) applications inspected for compliance within 12 months of development permit approval.		
					Application-to-Approval Turnaround time Note - Important to note that these are monthly applications presented to the PAC for approval at the 4th Wednesday of every month with deadline for applications on the last day of previous month (ie., this is reason for 4 to 6 week processing time - so you really can not put an average processing time on these type of applications).	4 to 6 week Turnaround for processing PAC Application Approval.		
		Development Permit	Development Permit Administration	Development Permit Approval	Development Approval Turnaround Time.	2 day Turnaround time to issue Development Permit.		

Level of Service

Utilities - Water and Wastewater (Levels of Service to Public)								
Community Health Program								
Department	Division	Service Name	Sub Service	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results/ Comments
Engineering & Environment	Utilities	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.	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 		
						<ul style="list-style-type: none"> Repair of emergency service leaks (begin digging) to start within 24 hours Target: 80% of the time 		
						<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 		
						<ul style="list-style-type: none"> Thawing of frozen services (begin digging) to start within 24 hours 80% of the time 		
					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 		This service will eventually be replaced by the on-line customer portal, whereby customers will be able to monitor their water consumption and set up their own notifications.
					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 Snow removal at fire hydrants outside of the downtown area within 24 hours of request Target: 90% of the time 		Utility crews - manual shovelling
					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 Annual Report submitted to regulator and posted on City website by March 30th Target: 100% of the time 		Contractor - motorized equipment
Engineering & Environment	Utilities	Wastewater	Wastewater	A public service provided to wastewater account holders and wastewater producers offering safe removal of wastewater from their premises	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 		Resolution of the issue involves verification of blockage location, and may include flushing, video, and/or digging.
					Wastewater compliance monitoring and reporting (effluents, cross-connections)	<ul style="list-style-type: none"> Annual Report submitted to regulator by January 30th Target: 100% of the time 		
Engineering & Environment	Utilities	Water and Wastewater	Water and Wastewater	Water and Wastewater	Customer inquiries	<ul style="list-style-type: none"> Response to customer contacts within 2 working days Target: 90% of the time 		An appointment will then be made with the customer to address the inquiry, as required.
					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 		
					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 		

Level of Service

Recreation, Culture, and Events (Levels of Service to Public)									
Leisure and Culture Program									
Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target Achieved Y/N/NA	Results / Comment
Recreation, Culture, Events, and Venues	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	<ul style="list-style-type: none"> Rented area(s) ready for use by client as per rental agreement. Target: 90% of the time 		
						Legends Restaurant ready for event	<ul style="list-style-type: none"> Restaurant ready for use by client as per rental agreement. Target: 90% of the time 		
		Ice Rental	Ice Surface Condition	Skaters	Service provided to groups renting ice.	Ice surface ready for use	<ul style="list-style-type: none"> Ice flooded prior to rental period Target: 95% of the time 		
			Dressing Room Condition	Users	Service provided to groups renting ice.	Dressing rooms ready for use	<ul style="list-style-type: none"> Dressing room cleaned prior to rental period Target: 95% of the time 		
		Community Walking	Indoor walking area	Walkers	Service offered to individuals seeking a warm, indoor walking venue.	Coliseum available for walkers	<ul style="list-style-type: none"> Available from October to April (weekdays from 8 a.m. to 4 p.m.) during non-event days Target: 95% of the time 		