

# City of Greater Sudbury Working for You

A collection of Greater Sudbury statistics to help assess and measure performance over time and across service areas.

## 2018-2019 Leisure Services

### Sudbury Arena

2018



**79**  
events

increase 29.5% from 2017



**61%**  
of available tickets sold based on capacity

increase 13% from 2017



**\$3.7**  
Million  
value of ticket sales

increase 54% from 2017

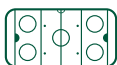


**190,086**  
fans and spectators

increase 0.57% from 2017

### Outdoor Skating

2018-2019



**50**  
Outdoor rinks maintained by volunteers in 2018-2019

decrease 7.4% from 2017



**13,363**  
City staff hours of supervision at outdoor rinks

increase 3.7% from 2017



**13,979**  
visitors to outdoor rinks

decrease 79% from 2017



**3,835**  
visitors to Queen's Athletic Skating Oval

decrease 111% from 2017

### Community Arenas

2018-2019 season



**94**  
tournaments held

increase 16% from 2017



**24**  
different sports associations using arenas

increase 4.3% from 2017



**19,524**  
ice bookings for the 2018/2019 season

increase 10% from 2017



**81%**  
prime ice utilization during 2018/2019 season

increase 3.8% from 2017

**67%**  
overall utilization during 2018/2019 season

increase 1.5% from 2017



**\$4.3**  
million  
rental revenue

increase 7.2% from 2017

### Pools

November 2018 to April 2019



**6,811**  
participants for Feel Free to Feel Fit swimming lessons

decrease 8.2% from 2017



**85.16 %**  
Usage rate for registered swim lessons

increase 3.7% from 2017



**5,491**  
visits by local students



**25,325**  
swim lessons taught

### Ski Hills

2018-2019 season



**43**  
Lively Ski Hill operating days

increase 2.35% from 2017



**1,563**  
Total visits at Lively

decrease 1.2% from 2017



**11,239**  
Total visits at Adanac based on 64 days/33 evenings

decrease 13.7% from 2017



**146**  
Adanac season passes sold

decrease 26% from 2017



**1,370**  
Ski lessons provided through Adanac Ski School

increase 4% from 2017

# 311 Citizen Service

June 2019

**15,451**

Calls answered by 311



**913**

June 3, 2019  
One-bag limit information  
launched



**64%**

of calls answered  
within 20 seconds

**72%**

of calls were resolved  
by the 311 operator



## Top 4 calls

- Garbage collection (one-bag limit)
- Tree-related calls
- Grading roads
- Drainage

## Social Media and Website Statistics

Connecting with our community through two-way communication



Facebook Likes

Twitter Likes

14,693 Greater Sudbury 11,700

12,250 Thunder Bay 5,897

17,785 Kingston 43,000

4,547 North Bay 6,248



## GreaterSudbury.ca

June 2019

**▲ 136,833**

Number of times someone  
viewed our website

**▼ 79,882**

Number of individuals who  
viewed our website

**▲ 305,235**

Number of pages  
that were viewed

**▲ 2.23**

Average number of pages  
viewed per visit

**▲ 2:01**

Average amount of time  
on our website per visit



## Top 5 pages viewed

- Jobs
- Transit Routes and Schedules
- Transit Bus App
- Transit Fares and Passes
- Transit Trip-Planner



@greatersudbury

311 Service At Your Service À votre service

