

# 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.

## Leisure Services

### Sudbury Arena

2017



**61**

Events



**48%**

of available tickets sold based on capacity



**\$2.4 Million**

Value of ticket sales

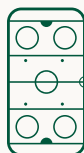


**189,000**

Fans and spectators

### Outdoor Skating

2017/2018 season



**56**

Outdoor rinks maintained in 2017-2018 plus Queens Skating Oval and Ramsey Lake Skate Path



**32,200+**

Visitors to outdoor rinks



**13,400+**

Visitors to Queens Skating Oval



**10,000+**

Visitors to Ramsey Lake Skate Path



**12,877**

Supervised (staff) hours



**\$55,826**

Amount granted to Neighbourhood Associations to support outdoor skating and other recreation activities

### Community Arenas

2017/2018 season



**81**

Tournaments held at community arenas in 2017



**17,663**

ice bookings in 2017 representing



**23**

Different sports associations using arenas



**▼78%**

Prime ice utilization during 2017-2018 season



**\$4,082,550**

Rental revenue

**▼66%**

Overall utilization during 2017-2018 season

### Pools

2017



**42,088**

Students who have received training in partnership with local school boards

**7,394**

Participants for Feel Free To Feel Fit swimming sessions in 2017



**82%**

Usage rate for registered swim lessons

### Ski Hills

2017/2018 season



**\$2.3M**

Investment in new quad lift for Adanac Ski Hill



**▲12,901**

Total visits at Adanac



**42**

Lively Ski Hill operating days



**▼1,582**

Total visits at Lively



**▲190**

Adanac season passes sold



**▼1,315**

Ski lessons provided through Adanac Ski School

## What Residents Say About Parks & Recreation\*:



**86%**

Agree that "Investing in parks and leisure services should be a high priority for City Council."



**59%**

Agree that "Leisure activities in Greater Sudbury are generally affordable to your household."



**52%**

Agree that "The amount of time it takes your household to travel to leisure activities is reasonable."



**51%**

Agree that "The City should place a higher priority on the attraction of sports tournaments and competitions to Greater Sudbury."

**48%** Agree that "There are sufficient parks and open spaces in your area to meet the needs of your household."\*8 - May 06, 2018

\* Source: Parks, Open Space and Leisure Master Plan Review (2014)

# 311 - Citizen Service

March / April 2018

**16,122/16,596**

Calls answered by 311



**1,003/1,158**

Heaviest Day  
March 1/April 30



**89%/85%**

of calls answered  
within 20 seconds

**41%/43%**

of calls were resolved  
by the 311 operator



## Top 5 Citizen Requests

- Potholes
- Blue Box Request
- Drainage/  
Water Ponding/  
Flooding
- Green Cart Request
- Parking and Traffic

## Social Media and Website Statistics

April 9, 2018 - May 6, 2018

Connecting with our community through two-way communication

### Facebook

Apr 09, 2018 - May 06, 2018

**▲ 150,272**

People have seen a post from the  
City of Greater Sudbury's page

**▲ 41,004**

Is the number of times someone  
has either liked a City post  
or commented on one



**▲ 12,556**

Total people have liked our page  
(Since October 2010)



**▲ 10,812**

Is the number of times  
someone has viewed a video  
the City has posted.

Top Video Views

**13,582**

is the most minutes viewed  
on one video. April 10, 2018  
City Council Meeting

### Twitter

Last 28 Days - Ending May 6, 2018

**▲ 10,531**

Different people  
follow the City  
on Twitter since  
October, 2010

**▲ 122**

Is how many  
times the City  
tweeted  
in 28 days



**▼ 195,000**

Tweet  
Impressions  
(How many times a  
CGS Tweet appeared  
on a screen)

**▼ 413**

Is how many  
times someone  
mentioned the  
City in their tweet



### LiveStream

**▲ 2,505**

Live viewers



**▲ 1,358**

Different people  
watched a  
City video

**▲ 2,505**

Is how many  
times a live City  
broadcast was  
watched



**▼ 17:14**

Average  
minutes of  
watch time

## GreaterSudbury.ca

Last 28 days, ending May 6, 2018

**▼ 126,326**

Times someone  
viewed our website

**▲ 76,083**

Different people  
viewed our website

**▼ 286,961**

Pages were viewed

**▼ 2.27**

Average pages people viewed  
each time they visited

**▼ 01:50**

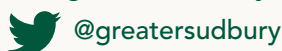
Average time someone has spent  
on our website per visit



## Top 5 page popularity

- Jobs
- Transit  
tenders
- Landfill
- Volunteer Firefighter Recruitment

Get in touch with us: [www.greatersudbury.ca](http://www.greatersudbury.ca)



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