

Venues (Levels of Service to the Public) July 2020 - June 2021 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 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	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%	99.92%	Yes	Yes	
								Legends Restaurant ready for event	• Restaurant ready for use by client as per rental agreement. • Target of 90%	100%	Yes	Yes	
				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%	Yes	Not available	
					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%	Yes	Not available	
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%	Yes	Not available	