

APPENDIX 'A'

We want to hear from you!

Please complete the following questionnaire and return it using one of the following methods.



By Mail Community Halls Usage Solutions Team
c/o City of Greater Sudbury
Citizen Service Centre
Box 5000 Station "A" Sudbury, ON P3A 5P3

Fax your completed questionnaire to: 673-7219

Drop off your completed questionnaire at any one of the following Citizen Service Centres.

9 Morin Street Capreol, ON	3502 Errington Street Chelmsford, ON	79 Main Street Dowling, ON	214 Orell Street Garson, ON
15 Kin Drive Lively, ON	200 Brady Street Sudbury, ON	4100 Elmview Drive Hanmer, ON	

Please circle your response below

1. Have you ever utilized a City owned Community Hall?

YES NO
2. Have you utilized a City owned Community Hall within the past 12 months?

YES NO
3. If your response was yes to question #1 or #2 please rate your experience regarding the following:

• service received at first contact point	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
• service received after the initial booking was made	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
• hall rental rates	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
• cleanliness of the hall at the time of event	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
4. Is there anything that can be changed to make Community Halls more attractive for your use?

5. Additional Comments

Your comments will remain confidential. We value your input. Thank you.

Nous voulons connaître votre opinion!

Veillez remplir le questionnaire ci-dessous et nous le faire parvenir par l'une des méthodes suivantes.



Poste : Équipe des solutions sur l'utilisation des salles communautaires
Centre de services aux citoyens
Ville du Grand Sudbury
C. P. 5000, succursale A, Sudbury ON P3A 5P3

Télécopie : 673-7219

Livraison en personne : à l'un des Centres de services aux citoyens suivants

9, rue Morin Capreol ON	3502, rue Errington Chelmsford ON	79, rue Main Dowling ON	214, rue Orell Garson ON
15, promenade Kin Lively ON	200, rue Brady Sudbury ON	4100, promenade Elmview Hanmer ON	

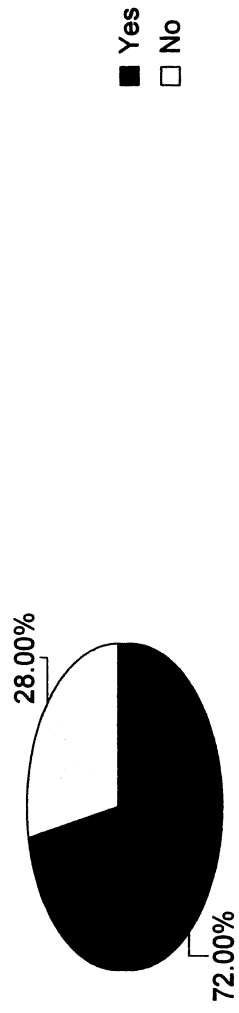
Prière d'encadrer votre réponse ci-dessous.

- Avez-vous déjà utilisé une salle communautaire appartenant à la Ville? OUI NON
- Avez-vous utilisé une salle communautaire appartenant à la Ville au cours des 12 derniers mois? OUI NON
- Si vous avez répondu OUI à la question 1 ou 2, veuillez évaluer votre expérience au sujet de ce qui suit :
 - le service reçu au premier point de contact Très satisfait Satisfait Neutre Insatisfait Très insatisfait
 - le service reçu après la réservation initiale Très satisfait Satisfait Neutre Insatisfait Très insatisfait
 - les prix de location des salles Très satisfait Satisfait Neutre Insatisfait Très insatisfait
 - la propreté de la salle lors de l'événement Très satisfait Satisfait Neutre Insatisfait Très insatisfait
- Y a-t-il quelque chose à modifier pour rendre les salles communautaires plus attrayantes pour que vous les utilisiez?

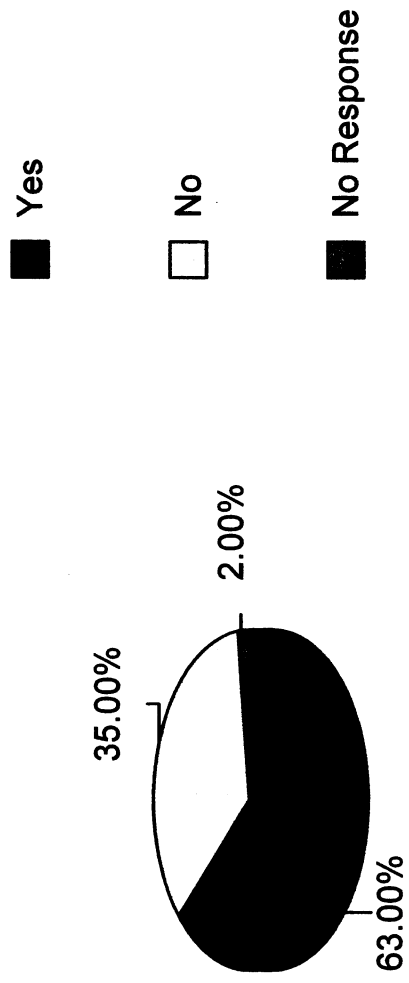
5. Commentaires additionnels

Vos commentaires demeureront confidentiels. Nous apprécions vos commentaires. Merci.

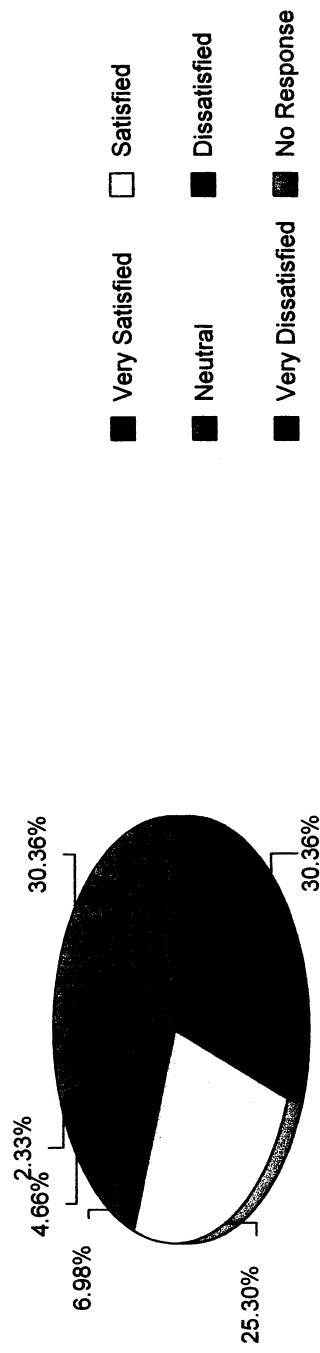
Community Groups that have utilized a City Owned Community Hall



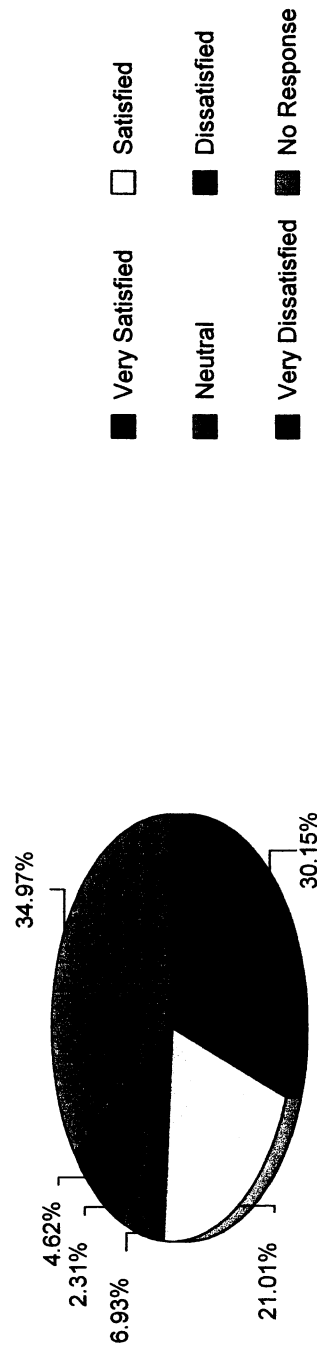
Community Groups that have utilized a City Owned Community Hall within the last 12 months



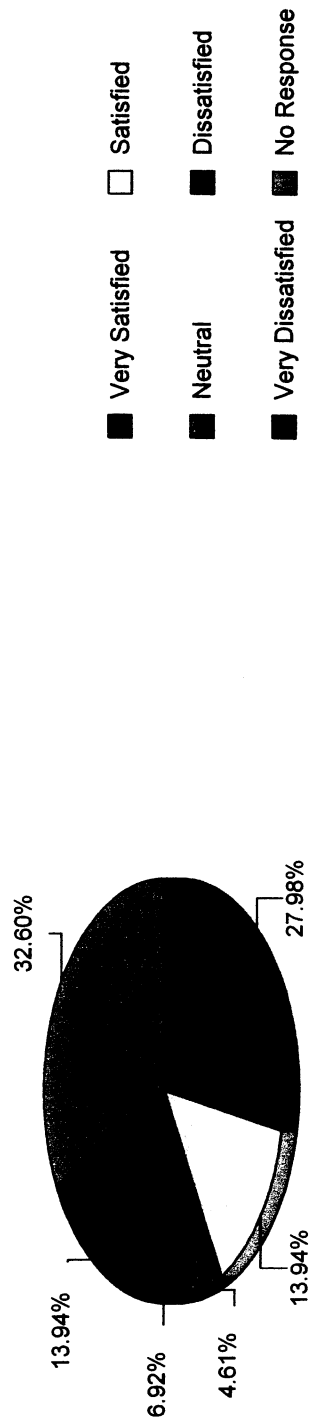
Service Received At First Contact



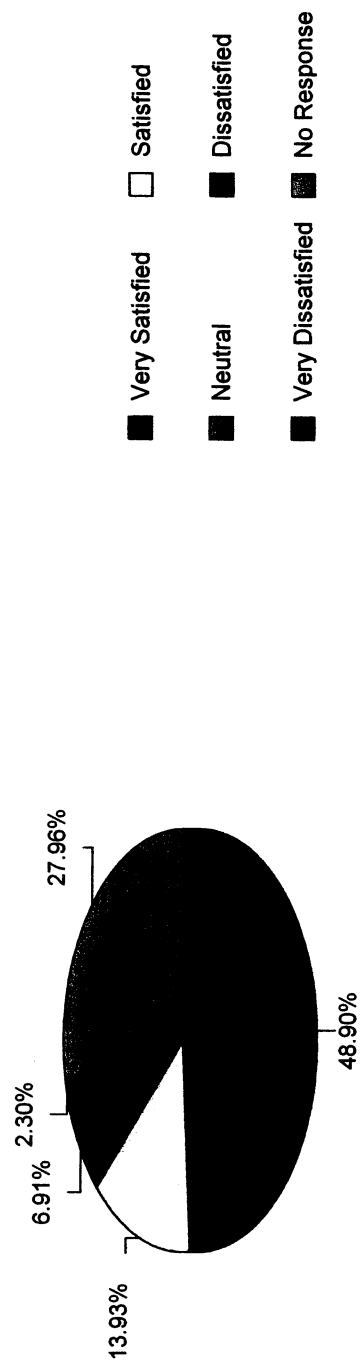
Service Received After Initial Booking



Hall Rental Rates



Cleanliness of Hall



Survey Response Summary

Is there anything that can be changed to make Community Halls more attractive for your use?

- ▶ flexibility - no hidden charges eg. Bartenders
- ▶ make hall attractive to rent - prices, cleanliness
- ▶ reduce cost to use facility
- ▶ reduce cost & not have to put the chairs & tables up & down for meetings
- ▶ ensure all plugs & switches work
- ▶ 30 & 100 cup coffee pots made available and working
- ▶ review for non-profit orgs usage needs to be addressed
- ▶ cheaper rates
- ▶ move an electrical box outside for exhibitors at Coniston arena
- ▶ do not raise the price of halls

Additional Comments

- ▶ good business = high volume of rentals
- ▶ insurance requirements are outrageous
- ▶ cost of renting arena hall far too expensive - service clubs give back to the community - dissatisfied that we prefer to leave halls empty rather than make them affordable
- ▶ concerned about small non-profit groups that cannot afford insurance
- ▶ consistency in costs & services for all facilities within CGS
- ▶ custodial team that cleans all facilities (rotates where needed)

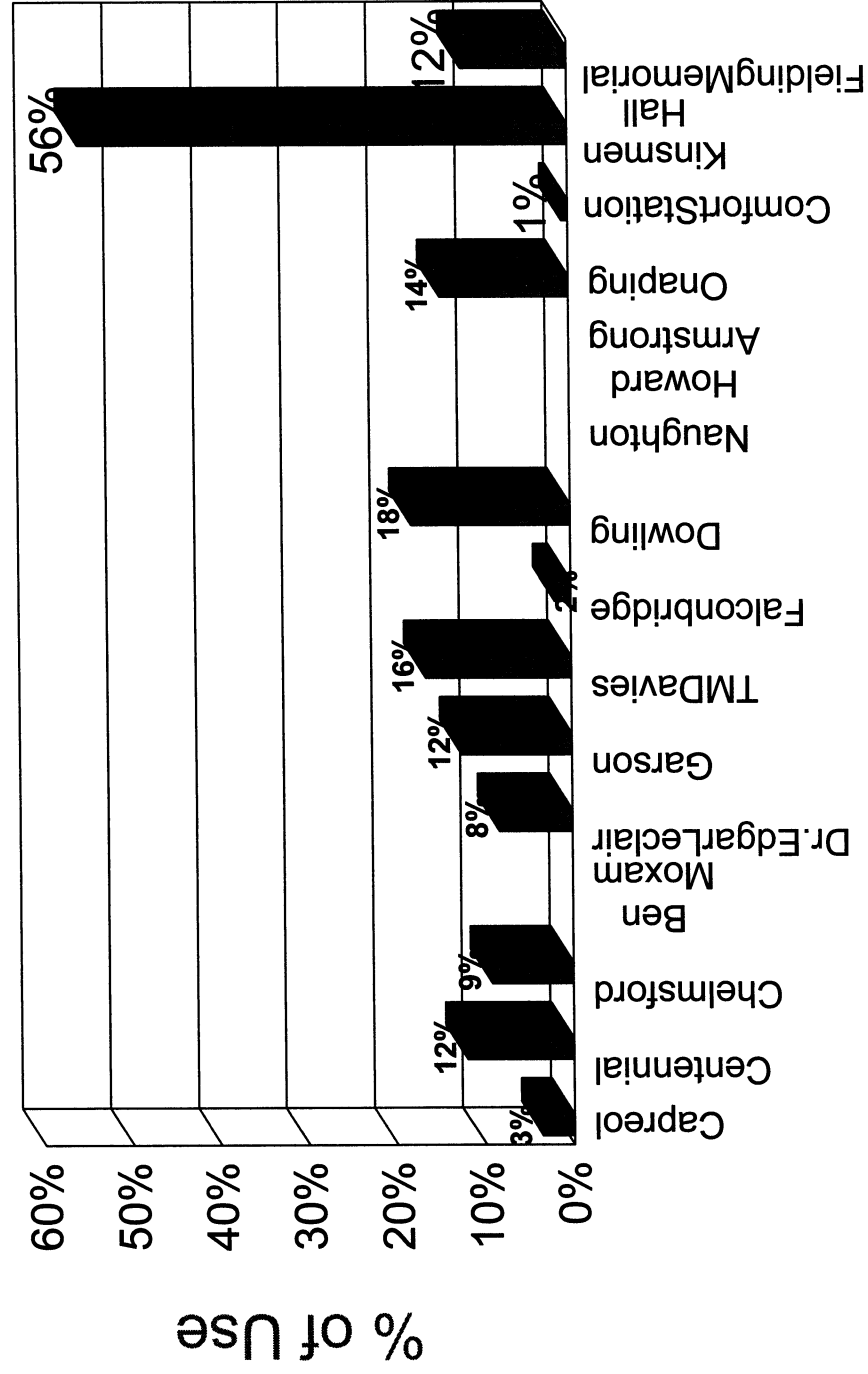
APPENDIX 'B'

2003 FACILITY USAGE SUMMARY - HALLS

Friday, Saturday and Sunday

COMPLEX	# of rentals	# of hours rented	Hours Available	Percentage of Usage
Capreol Community Centre	18	195	2808	6.94%
Centennial Community Centre	65	664.5	2808	23.66%
Chelmsford Community Centre	45	434.5	2808	15.47%
Dr. Edgar Leclair Community Centre	38	370	2808	13.18%
Garson Community Centre	41	492.5	2808	17.54%
TM Davies Community Centre	30	379	2808	13.50%
Falconbridge Community Centre	8	77.5	2808	2.76%
Dowling Leisure Centre	63	389.5	2808	13.87%
Onaping Community Centre	41	312	2808	11.11%
Comfort Station Hall	11	138.5	2808	4.93%
Citizen Service Centre - Kinsmen Hall	56	469	2808	16.70%
Fielding Memorial Park	62	676	2808	24.07%
Ben Moxam Community Centre	N/A	N/A	N/A	N/A
Naughton Community Centre	N/A	N/A	N/A	N/A
Howard Armstrong Recreation Centre	N/A	N/A	N/A	N/A
Total	478	4598	33696	13.65%

2003 Non Prime Facility Usage Summary



2003 FACILITY USAGE SUMMARY - HALLS

Monday to Thursday

COMPLEX	# of rentals	# of hours rented	Hours Available	Percentage of Usage
Capreol Community Centre	11	86	2496	3.45%
Centennial Community Centre	85	297.5	2496	11.92%
Chelmsford Community Centre	51	227	2496	9.09%
Dr. Edgar Leclair Community Centre	28	204.5	2496	8.19%
Garson Community Centre	37	308	2496	12.34%
TM Davies Community Centre	49	408	2496	16.35%
Falconbridge Community Centre	4	42.5	2496	1.70%
Dowling Leisure Centre	105	446	2496	17.87%
Onaping Community Centre	87	360.5	2496	14.44%
Comfort Station Hall	0	15	2496	0.60%
Citizen Service Centre - Kinsmen Hall	204	1385.5	2496	55.51%
Fielding Memorial Park	58	297.5	2496	11.92%
Ben Moxam	N/A	N/A	N/A	N/A
Naughton Community Centre	N/A	N/A	N/A	N/A
Total	719	4078		13.62%

2003 Prime Facility Usage Summary

