

Key Performance Measures



Measure	2022	2023	2024 Estimate	2025 Plan
Visits to recreational facilities (millions)	7.2	10.0	10.1	10.3
Programs offered	14,185	18,950	20,500	20,910
Program fill rate	81%	79%	80%	82%
Visits to indoor cultural facilities and event spaces ¹	592,389	589,261	601,046	613,067
Estimated attendance at Celebration Square	564,737	498,594	642,168	655,011
Hours of access to free cultural spaces ¹	1,692	1,664	1,664	1,664
Events hosted at cultural facilities ¹	612	624	636	649
Per capita cultural grant funding ²	\$4.25	\$4.84	\$4.90	\$6.08
Volunteer hours provided at City-funded cultural organizations	140,583	292,459	298,308	304,274
Customer satisfaction ³	91%	76%	76%	76%

¹Metrics exclude museums which are reported on in the Parks, Forestry & Environment Service Area

²The 2025 Plan is under review by the Subcommittee for Arts, Culture and Festival Groups and is subject to budget approval

³Beginning in 2023, the Customer Satisfaction metric is being sourced from the City's Citizen Satisfaction Survey. Results are lower than those reported in previous years due to this change