2023 OHAT Service Measures

Community Associations (CAs) are dedicated to their communities and contribute to vibrant, healthy, and complete communities.

The Service Measures data is a compilation of the benefits CAs (and SROs who work with NPCs) bring to the communities they serve. The Service Measure tool assists Recreation, Sport & Community Partnerships in capturing, reporting on, and sharing the great work of CAs. This information helps to demonstrate the community benefits of investing in CAs by providing City-owned land and/or liaison support.

Information gathered from the Service Measures has been shared back with CAs for their own documentation and tracking; used in their annual report back to the community; and their use in grant applications.

Board Members

1449

Hours contributed: 191,101

Volunteers

10,846

Community Memberships Sold

51,583

Hours contributed (volunteers and community members): 334,010

90% of groups offer programs or special events

910 Programs Provided

493,839 Program Participants

The top four types of programs offered by groups in 2023 were...(% of groups)

- **64%** Family Special Events
- **49%** Children's Programming
- **41%** Ice Sports
- **37%** Older Adult Activities

The top four challenges experienced by groups in 2023 were...(% of groups)

- **59%** Board and volunteer recruitment/sucession planning
- **49%** Volunteer capacity
- **47%** Board capacity
- **44%** Community engagement

2023 OHAT Service Measures (continued)

79% of groups offered outdoor amenities

The top four types of outdoor amenities were…(% of groups)

- **41%** Community garden
- **38%** Pleasure rink
- **36%** Boarded rink
- **27%** Little Free Library

71% of groups maintained a building

The top four types of indoor facility assets were…(% of groups)

- **63%** Multipurpose room
- **51%** Kitchen
- **48%** Board room
- **20%** Commercial kitchen

The top four types of resources or funding sources accessed in 2023 were…(% of groups)

- **57%** AGLC/Casino
- **53%** Ward Community Event Fund
- **44%** Local business sponsorship
- **35%** Private individual or corporate donations

The top four types of collaboration partners in 2023 were…(% of groups)

- **57%** Local businesses
- **49%** Not for profit organizations
- **47%** Schools
- **46%** Other Community Associations