

# 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.

## Business and Growth

### Community Planning 2018

#### Official Plan Amendments



**7** Applications  
**210** Provincial benchmark for days to complete  
**137** Avg CGS days to complete  
**100 %** On or under time

#### Subdivisions and Condos



**2** Applications  
**180** Provincial benchmark for days to complete  
**147** Avg CGS days to complete  
**100 %** On or under time

#### Rezoning



**48** Applications  
**150** Provincial benchmark for days to complete  
**129** Avg CGS days to complete  
**71.1 %** On or under time

#### Site Plans



**15** Applications  
**30** Provincial benchmark for days to complete  
**25** Avg CGS days to complete  
**80 %** On or under time

#### Minor Changes to Zoning By-law



**107** Applications  
**30** Provincial benchmark for days to complete  
**31** Avg CGS days to complete  
**80.4 %** On or under time

#### Lot Splits / Easements



**93** Applications  
**90** Provincial benchmark for days to complete  
**37** Avg CGS days to complete  
**96.8 %** On or under time

### Buildings and Services - 2018

**10,352** Building inspections  
**24 hrs** Average time to complete inspection

**1,999** Building permits issued generating

**\$4.9 million** revenue  
**\$95.5 million** residential value  
**\$287.6 million** in ICI\* value

\* Industrial, Commercial and Institutional

**7,469** visits to service desk

**375** Plumbing permits  
**15 min** wait time for service

**1,889** Plans examinations  
**15 min** wait time for service

### Permits - 2018

#### Residential Homes

**1,101** Applications  
**10** Provincial benchmark for days to issue  
**16.6** CGS average days to issue  
**81 %** On or under benchmark

#### Large Buildings, Residential/ Commercial/ Industrial/Institutional

**154** Applications  
**20** Provincial benchmark for days to issue  
**35.5** CGS average days to issue  
**78 %** On or under benchmark



#### Small Commercial, Institutional, Industrial Buildings

**246** Applications  
**15** Provincial benchmark for days to issue  
**12** CGS average days to issue  
**78 %** On or under benchmark



#### Complete Buildings, Post-disaster buildings, hospitals, utility buildings, power and water

**28** Applications  
**30** Provincial benchmark for days to issue  
**11.8** CGS average days to issue  
**100 %** On or under benchmark

# 311 Citizen Service

January 2019

**14,767**

Calls answered by 311



**913**

calls on January 8  
Day after snow storm



**85%**

of calls answered  
within 20 seconds

**69%**

of calls were resolved  
by the 311 operator



## Social Media and Website Statistics

Connecting with our community through two-way communication

Facebook Likes

Twitter Likes

As of March 14, 2019

14,105 Greater Sudbury 11,354

10,782 Thunder Bay 5,668

17,066 Kingston 42,274

3,540 North Bay 6,115



## GreaterSudbury.ca

January 2019

▲ **153,686**

Times someone  
viewed our website

▲ **87,517**

Different people  
viewed our website

▲ **361,401**

Pages were viewed

▲ **2.35**

Average pages people viewed  
each time they visited

▼ **1:54**

Average time someone has spent  
on our website per visit



### Top 5 page popularity

Jobs  
Transit  
Adanac Ski Hill  
Public Skating  
Fire Services

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