

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.

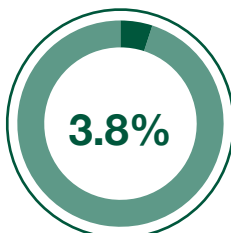
311 - Call Centre

September 1, 2017 to August 31, 2018

Calls and Email



229,786
calls answered



5,707
emails received



Most popular service requests

Total Service Requests: 36,717



4,869
13% Water



10,759
29% Roads, Potholes,
Winter Maintenance



6,069
17% Garbage, Blue
Box Recycling,
Composting



2,663
7% Animal Control



2,345
6% By-law



1,781
5% Tree service

Most common emergency after-hours request types



12%

Water | Wastewater



13%

Animal Control



12%

Roads

Call Centre Performance



16 seconds
Average wait time



19:28 minutes
Maximum wait time
Leisure program registration opens



1:02 minutes
Average talk time



An average of
5 operators handle
165 calls each, per day



What service areas received the most calls?



11%
Garbage



7%
Roads



6%
Tax

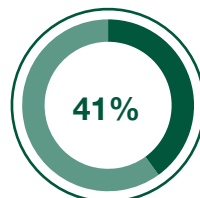


7%
Building
Services

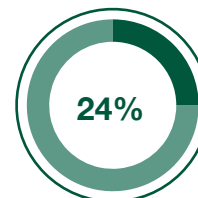


4%
By-law

Resolution



First call resolved
by 311



Direct transfer requests for
specific staff, departments
or extensions

TIP:
To use our
dial-by-name
directory,
dial
705.674.4455

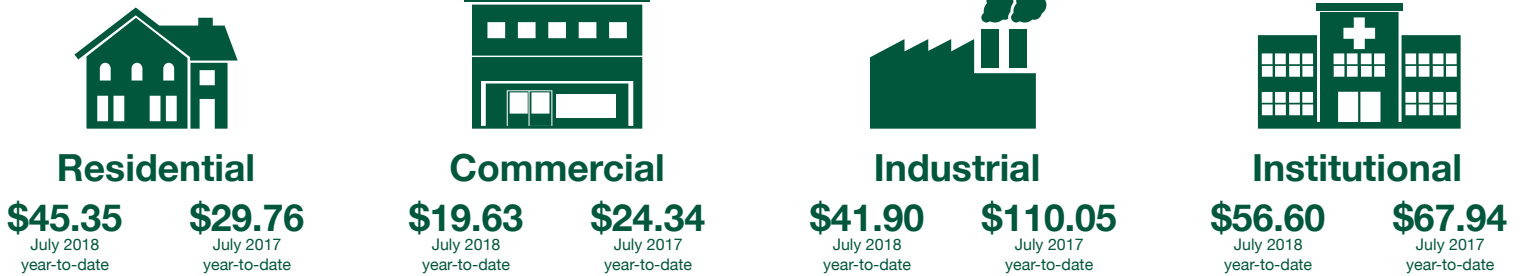
Heaviest Day

1,207
calls answered on
July 10 2018
regarding damages after
July 9 storm



BUILDING PERMITS (\$ millions)

Source: Building Services, City of Greater Sudbury



Read the entire Economic Bulletin at investsudbury.ca

Social Media and Website Statistics Sep 03, 2018 - Sep 30, 2018

Facebook

Sep 03, 2018 - Sep 30, 2018

▼ **88,564**
 People have seen a post from the City of Greater Sudbury's page

▲ **30,207**
 Is the number of times someone has either liked a City post or commented on one



▼ **13,267**
 Total people have liked our page (Since October 2010)



Twitter

Last 28 Days – Ending Sep 30, 2018

10,800
 Different people follow the City on Twitter since October, 2010

▼ **73**
 Is how many times the City tweeted in 28 days



▼ **115,000**
 Tweet Impressions (How many times a CGS Tweet appeared on a screen)

▲ **425**
 Is how many times someone mentioned the City in their tweet

LiveStream

▼ **966**
 Live viewers



▲ **575**
 Different people watched a City video

▼ **4,325**
 Is how many times a live City broadcast was watched



▲ **26:10**
 Average minutes of watch time

GreaterSudbury.ca

Sep 03, 2018 - Sep 30, 2018

▲ **129,399**
 Times someone viewed our website

▼ **74,832**
 Different people viewed our website

▲ **311,281**
 Pages were viewed

▲ **2.41**
 Average pages people viewed each time they visited

▼ **1:22**
 Average time someone has spent on our website per visit



Top 5 page popularity

- Transit
- Jobs
- Tenders
- Election
- Public Skating

Get in touch with us: greatersudbury.ca