

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 - Citizen Service

January / February 2018

30,393

calls answered by 311

1,963

Feb 26
(Potholes, Plowing)



Top 5 Calls by department

Solid Waste
Roads
Tax
Leisure Services
Building Services

93%

of calls answered within 20 seconds

39%

of calls were resolved by the 311 operator

Top 5 Citizen Requests

Blue Box requests
Plowing Roads
Potholes
Garbage Collection
Green Cart Request



Facebook

Last 28 days – ending March 21, 2018

▲12,050

Total people have liked our page since October, 2010

▲52,591

People have seen a post from the City of Greater Sudbury's page



▲16,275

Is the number of times someone has either liked a City post or commented on one

▲5,928

Is the number of times someone has viewed a video the City has posted.

Top Video Views

1,900

Is how many times the Operations Committee Meeting was watched on March 19, 2018

Twitter

Last 28 days – ending March 21, 2018

▲10,300

Different people follow the City on Twitter since October, 2010

▼84

Is how many times the City tweeted in 28 days



▼152,000

Tweet Impressions
(How many times a CGS Tweet appeared on a screen)

▲416

Is how many times someone mentioned the City in their tweet



▼1,803

Live viewers



▼64

Different people watched a City video

▼94

Is how many times a live City broadcast was watched



▼12:39

Average minutes of watch time

GreaterSudbury.ca

Last 28 days – ending March 21, 2018

▲131,571

Times someone viewed our website

▲74,095

Different people viewed our website

▲303,447

Pages were viewed

▼2.31

Average pages people viewed each time they visited

▼01:51

Average time someone has spent on our website per visit



Top 5 page popularity

Jobs
Transit
mybus App
Tenders
Ski Hills

Citizen Service Centres

January / February 2018



575

Leisure Program Registrations



176

Leisure Facilities Bookings

Licenses:



38

Business



144

Lottery



10

Marriage



1,010

Animal



340

Parking Tickets paid



695

Tax Transactions



351

Environmental Products Sold



637

Utility Transactions



683

Parking Passes



654

Transit Transactions



38

Cemetery Transactions



40

Commissioners of Oath

Libraries

January / February 2018



115,948

Visits



121,867

Materials borrowed



16,099

Digital downloads



377

Programs offered



17,189

Computer sessions



875

New patrons



5,705

Questions answered



26,059

Holds placed



4,577

Program attendance

Paramedic Services

January / February 2018



161

Priority 1

Deferrable/Non-Emergency



390

Priority 2

Scheduled Transfers



1,021

Priority 3

Prompt Emergency



1,721

Priority 4

Urgent Emergency



4,301

2018 ▲ 10%

Calls



Response Time
Standard (RTS)
for 2017

6 min

70% / 73%

Sudden
Cardiac Arrest

8 min

80% / 80%

Level 1

10 min

85% / 88%

Level 2

15 min

85% / 97%

Level 3

15 min

85% / 97%

Level 4

15 min

85% / 97%

Level 5

LEVEL OF URGENCY

RT Goal in Minutes
Target Goal / Actual RT

Level 1 = Most Urgent Cases
Level 5 = Non-urgent

Fire Services

January / February 2018



35

Confirmed Fires



151

Fire Alarms



234

Vehicle Collisions



66

Carbon
Monoxide Calls



18

Volunteer
Stations



5

Stations with
Full-Time Firefighters

Total average time from receiving
a call to truck leaving the station:

0:06:16

Total average time from receiving a
call to truck leaving the station:

0:01:29



4747

Total Calls for 2017

Response Times

Get in touch with us: www.greatersudbury.ca



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311 Service At Your / À votre

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