

# 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

December, 2017

**14,068**  
calls answered by 311

**1,155**  
Heaviest Call Day  
December 12



### Top 5 Calls by department

- 1,597**  
Solid Waste
- 1,198**  
Roads
- 918**  
Tax
- 724**  
Building Services
- 705**  
Leisure Services

**98%**  
of calls answered  
within 20 seconds

**66%**  
of calls were resolved  
by the 311 operator



### Top 5 Citizen Requests

- 277**  
Blue Box requests
- 271**  
Plowing Roads
- 164**  
Winter Road Condition
- 136**  
Garbage Collection
- 133**  
Potholes, Heaves, Dips

**427**  
Emails  
Received  
@311



## Building Our Future

Total number of, Q4 2017 Subdivision/Condo Site Plan, Zoning Applications and Official Plan Amendments



**1**

Subdivision Applications



**1**

Condo Application



**4**

Site Plan Applications



**24**

Zoning Applications



**5**

Official Plan Amendments

**35**

Total Applications

**26**

Applications to add to, or divide lot size

## Housing Starts

**▲85**

Housing starts in Q4 of 2017,  
up from

**47**

in Q3 of 2016.

The number includes  
single-detached and multiples homes.



**206**

Total housing starts  
year-to-date (Q3 2017).

**128**

Purpose-built rental apartments  
were completed between  
July 2016 and June 2017.



**122**

Units are currently  
under construction.

This above average rental  
apartment construction will  
outweigh the demand for rental  
accommodations, which will  
be supported by younger and  
senior households, as well as  
international migrants.

**\$252,484**

Average price of homes in 2017



**2,352**

MLS Sales in 2017



**5.6%**

Vacancy Rate  
October 2017

**\$1,010**

Average  
Two-bedroom Rent  
(October 2017)



## Building Permits

January 1 to December 31, 2017

Residential Sector	Units	Permits	\$ Value
New Construction	(▼21.1 %)	(▼27.1%)	\$57.9 M (▼1 %)
Renovations	(▼13.4 %)	(▼ 2.3 %)	\$37.5 M (▼1.2 %)
<b>Residential Totals</b>	<b>286</b> (▼20.2%)	<b>1465</b> (▼5.5 %)	<b>\$95.5 M</b> (▼5.7 %)

Industrial Sector	# of Permits	\$ Value
New Construction	(▲59.1 %)	\$118.0 M (▲596 %)
Renovations	(▼8 %)	\$30 M (▼44.4 %)

Commercial Sector	# of Permits	\$ Value
New Construction	(▲66.7 %)	\$26.8 M (▲418.7 %)
Renovations	(▼1.3 %)	\$25.9 M (▼32.8 %)

Institutional Sector	# of Permits	\$ Value
New Construction		\$2.8 M
Renovations	(▲6.8 %)	\$83.1 M (▲251.8 %)

Overall Totals	# of Permits	\$ Value
Residential & ICI	1999 (▼9.6 %)	\$384.0 M (▲66.3 %)

▲ (arrows reflect percent above, below or unchanged compared to 2016)



# Social Media and Website Statistics



December 21, 2017 – January 18, 2018<sup>1</sup>

Connecting with our community through two-way communication

## Facebook

**11,692**

Total people have liked our page since October, 2010

**50,970**

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



**9,674**

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

**3,203**

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

Top Video Views

**1,700**

Is how many times the Community Services Meeting was watched on January 15, 2018

## Twitter

**10,200**

Different people follow the City on Twitter since October, 2010

**100**

Is how many times the City tweeted in 28 days



**83,000**

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

**342**

Is how many times someone mentioned the City in their tweet



## LiveStream

**368**

Different people watched a City video



**540**

Is how many times a live City broadcast was watched



**19:34**

Average minutes of watch time

## GreaterSudbury.ca

December 21, 2017 - January 18, 2018

**124,666**

Times someone viewed our website

**72,328**

Different people viewed our website

**289,839**

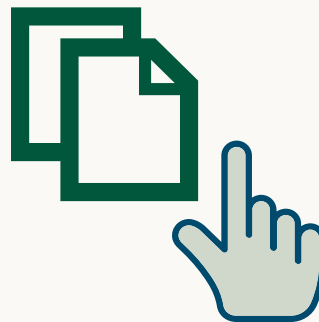
Pages were viewed

**2.33**

Average pages people viewed each time they visited

**01:53**

Average time someone has spent on our website per visit



### Top 5 page popularity

Jobs

Transit

Adanac Ski Hill

Public Skating

Tenders

**!** Coming Next Month: Compare 311, social media, and website numbers to this month's issue, and read new statistics from Libraries, Arenas and more.

## Our Local Economy

**▼54**

Businesses registered in Q4 of 2017, a decrease from **63** in Q4 of 2016.



**32**

Confirmed new business starts and approximately

**▲35**

New jobs in the Greater Sudbury area, up from

**13/19** respectively in the same period in 2016.



**\$120,000**

funding contributed by the Greater Sudbury Development Corporation to HSNRI for Institute for Clinical Evaluative Services (ICES) at HSN

**▲508**

Inquiries to the Regional Business Centre in Q4 of 2017,

up from

**276**

in the same period in 2016.



**▲2**

Business expansions in Q4 of 2017 compared to

**0**

Expansions in Q4 of 2016.



**▼29,482**

Science North visitors between October and December 2017.



**▼15,451**

Dynamic Earth visitors between October and December 2017.

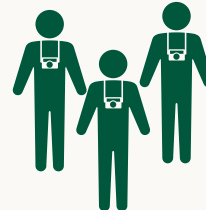


**▲74.80%**

Greater Sudbury's hotel occupancy for September to November 2017, an increase from 72.73% in the same period in 2016.

**▲\$117.29**

The average daily room rate for September to November 2017, an increase from \$115.93 in the same period in 2016



## Employment Rate

**▼6.7%**

Unemployment rate down from

**8.4%**

in December 2016..



**▼62.3%**

Participation rate down from

**64.0%**

Last year.



**5.6%**

Ontario unemployment rate

**5.9%**

National unemployment rate

**▼81,700**

People employed in our city compared to

**82,300**

Employed during the same period last year.



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

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3-1-1 At Your Service

Greater|Grand Sudbury  
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